

LAIQA KHALID



Administration & HR

Motivated professional having experience in customer service, administration and acquired knowledge in field of management sciences with major of HRM, also strengthen my skills and capabilities in work environment. Looking forward to work with reputable organization.



Work History

2021-01 -
2022-03

Customer Service Associate

PureHealth, Deira, Dubai, UAE

Covid-19 Department at Dubai international Airport

- PCR department coordinator
- Data entry
- Barcode scanning
- Submitting Reports to management
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Maintained clean personal appearance and wore uniforms per company policy.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.

2018-02 -
2019-11

Administrative Coordinator

The Educators group of School, Sahiwal, Pakistan

- Monitored and directed incoming mail and prepared outgoing mail.
- Collaborated in timely processing of billing and accounts receivables.
- Delegated tasks to administrative support staff to organize and improve office efficiency.
- Hired, managed, developed and trained staff,



Contact

Address

Dubai, UAE

Phone

+971 585807017

E-mail

Laeeqakhalid123@gmail.com



Skills

Complaint resolution
Report preparation
Cross-functional team collaboration
Self-direction
Recordkeeping strengths
Leadership skill



Software

established and monitored goals, conducted performance reviews and administered salaries for staff.

- Established work schedules to account for changing staff levels and expected workloads.

Microsoft Office
SPSS (Data Analysis)
TrakCare (Unified
Healthcare information
System)

2016-06 -
2016-08

Internship Student

United Bank Limited , Sahiwal, Pakistan

- Monitored, followed-up and escalated cases to meet customer response commitments.
- Monitored issues carefully and reached out to customers to provide immediate resolution and maintain satisfaction.
- Educated customers about available options of insurance, account management, transactions(deposit,transfers, withdraw) etc.



Education

2018-01 -
2020-06

Masters in Management Science: Human Resources Management

University of Lahore - Lahore, Pkaistan

CGPA 3.55/4.00

2013-11 -
2017-07

Bachelor of Business Administration: Marketing

Bahauddin Zakariya University - Multan, Pakistan

CGPA 3.30/4.00



Certifications

2022-03

Diploma in Human Resources (HR)

2022-03

The Recruitment and Onboarding Process