

Contact

Lahore
shezashahid26@gmail.com

[www.linkedin.com/in/
shezamariam44793a128](https://www.linkedin.com/in/shezamariam44793a128) (LinkedIn)

Top Skills

Customer Service
Microsoft Office
Leadership

Sheza Mariam

Business Operations Coordinator at YAP Pakistan
Lahore District

Summary

A dominating individual possessed with strong interpersonal skills. Proficient over handling, Human Resources, Administration & Co-ordination activities. Committed over providing professional expertise even under most difficult circumstances while meeting strict deadlines, besides, giving attention to detail. Have excellent verbal and written communication skills.

Experience

YAP Pakistan

Business Operations Coordinator
April 2021 - Present (1 year 3 months)
Pakistan

Systems Limited

Admin /HR Executive
August 2018 - May 2021 (2 years 10 months)

HR's Task

- Assist with all internal and external HR related inquiries or requests.
- Maintain both hard and digital copies of employees' records.
- Sourcing, shortlisting and scheduling interviews of potential candidates
- Coordinate training sessions and seminars.
- Perform orientations and update records of new staff.
- Support other assigned functions.
- Follow-up on calls and emails.
- Coordination with operation's department.

Admin's Task

- Maintain Petty Cash on Daily Basis
- Coordination with vendors for invoices.
- Schedule meetings and travel for executives.
- Manage staff shuttle and careem.
- Arrange appointments, book meetings rooms.
- Prepare record of car parking stickers.

- Record of log books for security guards.
- Manage IGI vehicle record.
- Giving support to all departments.
- Look after maintenances issues.
- Record of inward gate pass out ward gate pass non-returnable gate pass.
- Record of Tcs.
- Prepare travel vouchers.
- Responsible for handling administration duties.
- Performs any other task assigned by the Manager Admin.

Zoom Marketing Oils

Serving as a Admin& HR Assistant directly reporting to Manager HR
January 2017 - August 2018 (1 year 8 months)

Pakistan

Admin & HR Assistant

Maintain Petty Cash on Daily Basis

Responsible for handling front office reception and administration duties

Handling company inquiries, and sorting and distributing mail

Schedule meetings and travel for executives

Answer phone calls and operate a switchboard

Arrange appointments

Perform basic bookkeeping, filing, and clerical duties

Prepare travel vouchers

Prepared Payroll of Company Employee

Line up Interviews follow up for feedback

Maintain staff file records in soft and hard form prepare Joining documents.

IBEX | Global

Customer Service Executive

August 2015 - July 2018 (3 years)

Lahore

- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

Education

Virtual University of Pakistan

Master of Business Administration - MBA, Master's in HRM · (2020 - 2022)

The Islamia University of Bahawalpur

Bachelor's degree, B.A · (2014 - 2016)