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MEMOONA BUKHARI

OBJECTIVE:

Keen to find and perform a challenging role in a dynamic organization that provides professional responsibility, growth, innovation, and opportunity to maximize potential.

PROFESSIONAL SUMMARY:

A focused and hardworking with good knowledge of Administration officer and have experience in Customer Service Representative field.

CAREER HISTORY:

1) Organization: M R E Associates LLC (Dubai-UAE) Designation: Admin Assistant

Period: JAN 2019 – JAN 2020

Duties & Responsibilities:

- Dealing all administrative responsibilities of company.
- Scheduling meetings and appointments.
- Dealing employee's visa, health cards, Salaries through WPS & also helping them about their family visas etc.
- Taking notes and minutes in meeting.
- Ordering and taking stock of office supplies.
- Being a point of contact for a range of staff and external stakeholders.
- Make sure to answer all calls on time by customers.
- Provide different kind of solutions to clients with respect to their issue.
- Monthly deposit of salaries of employees on time.

2) Organization: School of Logics & Networking (SLN) (Gujrat-Pakistan)

Designation: Customer Service Representative

Period: One year

Duties & Responsibilities:

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints.
- Sell products and place customer orders in the computer system.
- Identify and escalate issues to supervisors.
- Provide product and service information to customers.
- Research required information using available resources.
- Process orders, forms, and application.
- Route calls to appropriate resources.
- Document all call information according to standard operating procedures.
- Recognize, document, and alert the management team of trends in customer calls.
- Follow up customer calls where necessary.
- Upsell products and services.
- Complete call logs and reports.

QUALIFICATION:

- Information computer Science & Physics (The Punjab Group of Colleges JPJ)
- **Bachelor in Software Engineering**
(The University of Lahore-Pakistan)

COMPUTER SKILLS:

- Associate in information technology (E-Tech College Gujrat-Pakistan)
- Hardware (Peak Solution College Lahore-Pakistan)
- Spoken English (Peak Solution College Lahore-Pakistan)
- Quick Book Software (Complete grip)
- MS Office (Complete grip)
- Android Studio
- Visual Studio
- Mat Lab
- Dev C++

PERSONAL DETAILS:

Date of Birth	12-12-1999
Gender	Female
Nationality	Pakistani
Married Status	Single
Current Location	United Arab Emirates
Visa Status	Visit
Language Known	English, Urdu, Punjabi

DECLARATION:

I hereby declare that the information furnished above is true to the best of my knowledge.