



MAHRUKH BALOUCH

PROFILE

A person with a warm and friendly demeanor always! Skilled at conflict resolution. Team-player who is acutely helpful to employer and client's needs. Punctual problem solver and avid multitasker. Instrumental in providing effective solutions that produce immediate impact and contribute to the establishment's long-term success.

VISA STATUS

Husband Visa –Valid December 2023

CONTACT

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ACTIVITIES AND INTERESTS

Historical architecture
Interior design Traveling
Great food
Book reading

WORK EXPERIENCE

Customer Service Representative K- Electric, Karachi

Feb 2019 to Feb 2020

Managing an average of 60 to 80 calls per day with a high degree of professionalism. Utilizing active listening and critical thinking skills to quickly analyze and clearly understand a specific request or customer need and then leverage knowledge and resources to provide the appropriate solutions.

Event Organizer Pinnacle Stand Art, Karachi

Jan 2017 to Aug 2017

Planning and executing event and experiential marketing programs. Responsible for event logistics and communicating efficiently with our Sales team to ensure proper lead follow up. Also ensures the event's target audience is engaged and the message of the event is marketed properly.

EDUCATION

Jinnah University for Women, Karachi

January 2015 to Dec 2018

Bachelor in Social Sciences

- Thesis research on Failure of International Humanitarian Law because of Superpower

KEY SKILLS AND CHARACTERISTICS

- Great listening comprehension
- Friendly, courteous, and service oriented
- Poised under pressure
- Customer satisfaction
- Interpersonal Skills
- Communication skills