

## CURRICULUM VITAE

### **ABIDA NAWAZ**

**Dubai, UAE**

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#### **Objective:-**

An enthusiastic self motivated individual with excellent inter personal skills the ability to take responsibility & work as a team. Quality & customer focused with the drive to achieve results. To seek a challenging responsible assignment in a reputable organization, where I apply my current skills & knowledge

#### **Educational Qualification:-**

- Matric from Sargodha Board
- F.A from Sargodha Board
- B.A in Sargodha University.
- B.Ed in AIOU Islamabad
- M.A (Islamiyat) from Sargodha University

#### **Work Experience:**

Worked **Call Center** in **Jazz Telecommunication** from **February 2016 to April 2021**

#### **Duties & Responsibilities**

- ❖ Answer incoming calls and respond to customers 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
- ❖ Research, identify, and resolve customer complaint using applicable software 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 other duties as assigned.

Worked as a **Accountant** in **True Enterprises** from **March 2012 to January 2015**

#### **Duties & Responsibilities**

- ❖ Preparing accounts and tax returns monitoring spending and budgets auditing and analyzing financial performance.
- ❖ Financial forecasting and risk analysis.
- ❖ Advising on how to reduce costs and increase profits.
- ❖ Compiling and presenting financial and budget reports.
- ❖ Ensure that financial statements and records comply with laws and regulations.
- ❖ Keeping account books and systems up to date.

Worked as a **School Coordinator** in **Mission Grammar School** from **April 2009 to November 2011**

**Duties & Responsibilities**

- ❖ Communication with clients or employees about project, event or campaign expectations and goals Collaborating with clients or employers, finance teams and other team members on budgeting and allocating funds delegating tasks to appropriate team members.
- ❖ Managing deadlines and progress across the team to ensure the project is delivered on time and on budget.
- ❖ Organizing third-party providers and vendors to deliver elements that can't be produced in house overseeing the delivery or projects and making adjustments as necessary to ensure they are delivered to specifications and high standards.
- ❖ Collecting and analyzing feedback from customers and other project users to gauge satisfaction and success.

Worked as a **Sales Girl** in **Chen One** from **December 2007 to May 2008**

**Duties & Responsibilities**

- ❖ Help customers find items in the store.
- ❖ Check for stock at other branches or order requested stock for customers.
- ❖ Provide customers with information about items.
- ❖ Ring up purchases.
- ❖ Elevate complaints to management.
- ❖ Keep track of inventory.

**Personal Information:-**

Name	:	Abida Nawaz
Father's Name	:	Muhammad Iftikhar
Nationality	:	Pakistan
Gender	:	Female
Religion	:	Muslim
Marital Status	:	Single
Language Known	:	English, Urdu, Punjabi

**Personal strength & Attributes:-**

- Good Communication, self –confidence, Discipline and punctual.
- Self-Confidence and Interested to learning more.
- Pleasing manners and can easily get along with different people.
- Able to grow positive relationship with client, Supervisor & Colleagues
- Willing to learn more and Responsibility in Duty

**Declaration:-**

In view of the above particulars please consider my application for favorable action and give me an opportunity to work under your kind administration. Assure you that I will perform my duties honestly to the entire satisfaction of all concerned.

Yours Faithfully,

**ABIDA NAWAZ**