



# Rida Kiyani

## General Administrator & Training Professional

Rida Kiyani Security Focal / Coordinator at World Bank Experienced administrative assistant with training in a wide range of office administration tasks. Able to work under pressure and collaborate with a team. Successful record of fielding phone calls, providing information to clients and acting as liaison between departments.

## Strengths & Skills

- ✓ Administrative Skills
- ✓ Communication Skills
- ✓ Public Relations
- ✓ Team facilitator
- ✓ Team player
- ✓ Team-Builder
- ✓ Time Management

## Experience 3 years

<b>Finance Car Dubai</b> Manger admin/ Training	2 months	Dec 2022 - Present
<b>The World Bank</b> Admin Officer / Client Support Executive	3.3 years	Sep 2019 - Dec 2022
<b>Infinite Mind Power</b> Public Relations Manager	10 months	Oct 2018 - Aug 2019
<b>Askari Club</b> Hospitality Manager	1.4 years	Apr 2018 - Sep 2019
<b>6-Pence</b> Public Relation Officer	4 months	Nov 2016 - Mar 2017
<b>British Council</b> Exam invigilator	3.6 years	Feb 2015 - Sep 2018
<b>UFONE GSM</b> Executive Quality Monitoring /Training Department	6.8 years	Jan 2010 - Oct 2016
<b>PTCL</b> Training Supervisor/Executive Quality Rawalpindi, Pakistan	1.8 years	Feb 2008 - Dec 2009

## Projects

Worked on a thesis, "Crises Communication of Pak Media to Stakeholder- (Riphah International University)

Created theme of the Documentary, "Child Labor". (Numl University)

Big Time20th World Men's Team Squash Championship (Big Time)

## Work History

<b>Finance Car Dubai</b>	<b>Dec 2022 - Present (2 months)</b>
<b>Manger admin/ Training</b>	<b>Ras Ul Khor Dubai, United Arab Emirates</b>
Administration Manager/ Training, A combine strong attention to detail with an ability to multi-task and work under pressure. i also be a reliable problem-solver and with strong project management skills.My goal will be to ensure that our training programs are engaging and run smoothly.	
<ul style="list-style-type: none"> <li>• Plan, coordinate and manage all administrative procedures and systems</li> <li>• Allocate responsibilities and office space</li> <li>• Assess staff performance</li> <li>• Provide coaching and guidance to ensure maximum efficiency</li> <li>• Ensure the smooth and adequate flow of information within the company</li> <li>• Manage schedules and deadlines</li> <li>• Purchase new material as needed</li> </ul>	

## Contact Info

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## Academics

**MS Media Studies** | 2016 | 3.1 CGPA  
Riphah International University, Rawalpindi, Rawalpindi

**Master In Mass. Communication** | 2007 | 70%  
National University of Modern Language (NUML), Rawalpindi

**Bachelors in Arts** | 2004 | 70%  
National University of Modern Language (NUML),

## Industries

- Telecommunication/ISP

## Functional Areas

- Client Services & Customer Support
- Accounts, Finance & Financial Services

## Languages

- English - Native
- Punjabi - Beginner

## Hobbies

Photography	explore new things
Reading Writing	Music
Travelling	Swimming
Badminton	

- Identify process bottlenecks
- Offer solutions for improvement
- Monitor costs and expenses to assist in budget preparation
- Oversee facilities services and maintenance
- Organize and supervise other office activities
- Adhere to policies and regulations

Keep abreast with all organizational changes and business developments

## The World Bank

Sep 2019 - Dec 2022 (3.3 years)

### Admin Officer / Client Support Executive

Islamabad, Pakistan

Provides administrative support to ensure efficient operation of office. Answers phone calls, schedules meetings and supports visitors. Carries out administrative duties such as filing, typing, copying, binding, scanning etc. Makes travel arrangements for senior staff such as booking flights, cars, and hotel or restaurant reservations. Exhibits polite and professional communication via phone, e-mail, and mail. Supports team by performing tasks related to organization and strong communication. Develops administrative staff by providing information and experiential growth opportunities. Ensures operation of equipment by completing preventive maintenance requirements, calling for repairs, maintaining equipment inventories and evaluating new equipment and techniques. Provides information by answering questions and requests.

Maintains supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies. Contributes to team effort. Staff 24 hours World Bank Communication and Command Center. Security Information Analysis, News Monitoring, Situation Analysis and Risk Assessment, Quick Response to the Mission members. Act as a single point of contact for all emergencies, communications and transportations and dispatching for the World Bank. Operate all agencies communications equipment to include VHF/UHF radios, satellite phone, land line, Track-24 monitoring, emergency SMS system and mobile phone. Conduct nightly radio check for all staff with the issued handsets as directed. Ensure that the tracking technology and all emergency communication equipment is functioning and reporting all faults to the World Bank Contract Manager. Maintain communication with World Bank clients on out of Islamabad/Karachi missions. Maintains and revise emergency contact numbers for the contractor's Operation Center, the UN Communication Center, International Organizations, diplomatic missions, international and host government security and military forces and the World Bank Headquarters 24 hours Security Operations Center. Maintain current list of contact numbers and place of residence for all international and national Bank staff and visiting mission. Serves as command and control center for emergency situation by maintaining communication with guard force personnel, Security Supervisor, Security Manager and Contract Manager. Maintain log of security relevant incidents and activities. Alert Staff and residents to any external threats or fire/life safety situation in accordance with established procedures. To have coordination with the Country Security Specialist and keep reporting him about all emergency situations occurring country wide.

## Infinite Mind Power

Oct 2018 - Aug 2019 (10 months)

### Public Relations Manager

Rawalpindi, Pakistan

Public Relations Manager,

Managing the organization's public relations (PR) team and overseeing all their activities

Developing and implementing publicity strategies for the company's products and services, including a crisis management strategy Developing and implementing organizational publicity strategies for company events Creating and managing a PR plan, including budgets, timelines, etc.

Analyzing all media coverage of the organization and drafting appropriate responses

Working with the social media team to create a content calendar Organizing promotional events such as press tours and conferences

Representing the organization at press conferences, interviews, etc.

## Askari Club

Apr 2018 - Sep 2019 (1.4 years)

### Hospitality Manager

Rawalpindi, Pakistan

Plan and coordinate administrative procedures and systems and devise ways to streamline processes

Recruit and train personnel and allocate responsibilities and office space

Assess staff performance and provide coaching and guidance to ensure maximum efficiency

Ensure the smooth and adequate flow of information within the company to facilitate other business operations Manage schedules and deadlines

Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints Monitor costs and expenses to assist in budget preparation

Oversee facilities services, maintenance activities and tradespersons (e.g electricians)

Organize and supervise other office activities (recycling, renovations, event planning etc.)

Ensure operations adhere to policies and regulations

Keep abreast with all organizational changes and business developments

## 6-Pence

Nov 2016 - Mar 2017 (4 months)

### Public Relation Officer

Dubai, United Arab Emirates

Devising creative public relations strategies that fit company profile

Developing effective PR plans using appropriate strategies and tactics

Organizing and coordinating PR activities

Arrange for interviews or public speaking events and construct press releases Advise company on handling sensitive public issues to preserve reputation

Assess opportunities for sponsorships and other partnerships and manage relations Analyze results of PR campaigns or efforts and prepare reports.

**British Council**

**Feb 2015 - Sep 2018 (3.6 years)**

### **Exam invigilator**

**Islamabad, Pakistan**

Report promptly to test venue at agreed time. In case of any delays or if unable to get to the test venue, inform the appropriate test day or British Council Examinations Services staff in a timely and professional manner. • Follow and implement all relevant standards & procedures, based on training and reference materials provided by the British Council Examinations Services and the relevant Exam Boards. • Be familiar and execution with the emergency procedures for the test day venue. • Invigilate exams to the standard required by the British Council Examinations Service and the relevant Exams Boards. • Actively monitoring assigned candidates during tests to ensure that there is no violation of test condition, procedure and field operations. • Supporting supervisor to ensure that candidates have a positive and consistent test day experience along with positive image of the British Council. • Ensure all material is accounted for and handed over securely to the supervisor. • Update and maintain accurate records of exam assignments. Complete all reports, logs and claims accurately as required by British Council Examinations Services. • Follow all relevant guidelines and policies in the areas of: Data Protection, Child Protection, Health & Safety, Equal Opportunities and Diversity, and Anti-Fraud. • Report any incidents, emergencies or breaches of security to the appropriate test day supervisor. • Work with the test day supervisor to promote and ensure the wellbeing of 3 InvigilatorFreelance Venue Staff | 10 OctoberDecember 20720 | The British Council, Pakistan candidates at all time. In case of emergencies, follow correct procedures. • Additional duties in line with the role may be required.

**UFONE GSM**

**Jan 2010 - Oct 2016 (6.8 years)**

### **Executive Quality Monitoring /Training Department**

**Islamabad, Pakistan**

Customer Services at Ufone GSM& delivering results at various dimensions. Well versed with all the functions of Cellular Customer Services operations. Have more than 7 years of experience in the field of Quality Assurance at Telecom organization Ufone, Telecom internal services evaluation at employee level & Operator side. Have more than 2years experience with "Process Management Team "to evaluate and suggest areas of development in Standard Operating Procedures (SOPs). Have experience of conducting and organizing training sessions for the Co-Workers of team members.

Equipped with Marketing strategies and campaigns execution process and evaluation. Deliver various sessions on Adverting &PR Campaigns, importance of Adverting to BS level Students. Shed a light on Communication process ,importance of Effective Communication(Psychology Student :BS),Co-founder of Ray of Hope project, running successfully to help needy people.

**PTCL**

**Feb 2008 - Dec 2009 (1.8 years)**

### **Training Supervisor/Executive Quality Rawalpindi, Pakistan**

**Rawalpindi, Pakistan**

Worked as part of a close-knit team resolving PTCL customers' queries. Close supervision. To manage all types of problems and sort them out. Having close context with marketing team to get September-2009 better options in market for selling. Created an environment, oriented to trust, open communication, creative thinking, and cohesive team effort. Trained new hired agents. Trained New agents, system handling, training, SOP trainings. Motivate and inspire team members. Lead by setting a good example (role model) behavior consistent with words.

## **Projects**

**Worked on a thesis, "Crises Communication of Pak Media to Stakeholder-**

**Sep 2013 - Sep 2016 (3 years)**

**Company:** Riphah International University

Worked on a thesis, "Crises Communication of Pak Media to Stakeholder-Scenario Pakistan".

**Created theme of the Documentary, "Child Labor".**

**Jan 2005 - Aug 2007 (2.6 years)**

**Company:** Numl University

Created theme of the Documentary, "Child Labor".

**Big Time20th World Men's Team Squash Championship**

**Company:** Big Time

Intend with the Pakistan Squash federation during the Conduct of Big Time 20th World Men's Team Squash Championship 2005 in Islamabad. The reports were published on Champions Website.

Interviews (Print Media):

Interviews of more than 20 international squash players and coaches, Squash Coach of English Team, Players of Australian, Egyptian, American, Malaysians, Indian & Pakistani Teams.