

ISLAM HUSSAIN

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Date of Birth: 04th March, 1992
Nationality : Pakistan
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PERSONALITY PROFILE

A self-confident, friendly, approachable person with a passion for life: motivated by challenges & adventures whilst adopting a logical & creative approach to problems solving. Possess effective communication skills established through extensive, academic & social activities able to negotiate & relate to people at all levels with different ethnic background. Adaptable & flexible & has the willingness to learn new skills to get a job done, essentially an excellent team player.

CAREER OBJECTIVE

Seeking Customer care, Management, Planning & Development, Economic Analysis, Coordination, Front Desk, Secretarial, Banking, Office Assistance/administration levels Services. My Purpose of these skills is to implement and to increase profitability and promote growth of the Organization.

EDUCATION

2011_2015: BS Economics (Hons) from Kohat University of Science and Technology Kohat (Pakistan) CGPA 1st Division.

2008_2011: Govt: Post Graduate College Kohat Intermediate Pre Medical 1st Division.

2006_2008: Matriculation, Army Public School and College Hangu 1st Division.

EXPERIENCE

Dec,2019_ Sep,2021: **Local Govt/Youth Ambassador/Team Supervisor** at Local Government Reforms unit KP with collaboration of People for United Nations Development program (UNDP PAKISTAN).

Duties and Responsibilities.

1. Provided Civil registration process including Citizen registration, preparation and issuance of Birth, marriage & death certificates to community members.
2. To assist the Team Leader and District Administration in the following about local govt system and reforms in the targeted field visits.
 - (a) Conducted Field Activities In The Designated Districts about Local Govt system and reforms unit.

- Focus Group Discussions and Public Meetings.
- Meetings with office bearers of Political Parties, Religious Leaders Youths and Students

(b) Reporting of daily activities to Team Leader.

- Transmission of all means of Verifications for all activities to the Team Leader on time.
- Jointly Coordinated activities with District Administration; with Assistant Commissioner, Tehsildar, Tehsil Municipal authority and provides secretarial Support to Tehsil Municipal Administration, in the Response of COVID-19 at field and in technical assistance.

Sep, 2018_Sep, 2019: Customer Relationship/Front Desk Officer/Coordinator at Qureshi Manpower Bureau Human Resource HR Section Rawalpindi/Islamabad Pakistan

Duties and Responsibilities;

- Greeting and attending Customers.
- Analysing & solving customer issues by providing best services.
- Organize and coordinate office operations and procedures.
- Establish and implement office procedures and practices.
- Maintaining the general upkeep of the premises.
- Carry out routine checks to ensure safety and security.
- Attend to general issues and fixing simple problems.
- Contact relevant personnel for troubleshooting complex issues.
- Interact with clients and customers.
- Oversee and direct staff as required.
- Any other task as assigned.

June, 2016_May, 2017: Internship from Prime Minister Youth Program at Planning & Development Department, Bureau of Statistics Fata Cell Peshawar KP Pakistan.

Duties and Responsibilities;

- Answer phone inquiries, direct calls, and provide basic Dept information; oversee mail deliveries, packages, and couriers.
- Perform clerical duties, receiving letters, maintain files, and organize documents; photocopy, fax, etc. as needed.
- Assist in preparing information and research materials; create and maintain MS office files.
- Take notes and memos during meetings; type documents, drafts, and reports; sort and manage files.
- Run general Dept/Organization related errands vi. Manage databases and input information, data, and records.
- Shadow multiple office positions and train in a variety of tasks
- Update and post supervised social media and website content; respond to web correspondence and emails etc.

LANGUAGES

1. English	oral : Very Good	written: Very Good	Reading: Very Good
2. Urdu/Hindi	oral : Very Good	written: Very Good	Reading: Very Good
3. Arabic	oral : Learning	written: Learning	Reading: Learning

TRAINING & CERTIFICATES

- Training completion certificate in Basic Accounting & Banking Concepts, Basic Communication skills, Business Management & Entrepreneurship, Basic computer Skills through Capacity Building Initiative for Youth United Nations Development Program.
- Certificate of participating in English Language program from Education Resource and Information Centre Peshawar (Pakistan).
- Residential training of Local Government ambassadors program from Local Government Department KP with Collaboration of United Nations Development Program Pakistan.
- Certificate of Participating in the training workshop on Dialogues for Dispute Resolution.
- Certificate of Participating in the National Workshop on Youth-led Climate Diplomacy from United Nations Development Program and The Green Box.

IT & COMPUTING

06 months Diploma of MS Office and Internet surfing from AVET College of Computer Sciences Kohat (Pakistan).

- Microsoft windows.
- MS Word
- MS Excell
- MS Power point
- Filing & Editing.
- Internet surfing Internet surfing & downloading.
- Emails

Reference.

Will be provided on Demand.

