

BARKA FARHAN

Administrative Assistant | Customer Service Professional



PROFILE

I am experienced and professional skills in the areas of Customer Service and Administrative work. I can anticipate organizational needs as well as develop solutions and recommendations that will exceed a customer's expectations. I am seeking the opportunity to further hone my skills and to help the organization towards improvement in every way possible.

WORK EXPERIENCES

Punjab Group of Colleges, Jhelum, Pakistan.

❖ **Customer Service Cum Admin Assistant (Oct 2018 – Feb 2022)**

- Managing office and IT supplies stock.
- Prepare regular reports on expenses and office budgets.
- Maintaining and updating the company database.
- Managing the filing system for important and confidential company documents
- Respond to queries by employees and clients and provide solutions.
- Assist the HR Operations Manager to update office policies.
- Manage office entry access systems and log records.

Allied School, Islamabad, Pakistan.

❖ **Administrative Assistant (Jan 2018 –Oct 2018)**

- Making daily, weekly, and monthly reports
- Handling documents
- Preparing all query reports on a daily basis
- Administer database system

State Life Insurance, Islamabad, Pakistan.

❖ **Customer Service Representative (Feb 2017 – Jan 2018)**

- Respond to queries by employees and clients and provide solutions.
- Data entry and research as required to troubleshoot customer problems.
- Preparing all query reports on a daily basis
- Resolving customer complaints

EDUCATION

❖ **Bachelors of Education, Allama Iqbal Open University, Islamabad, Pakistan (2018-2020)**

- Major course work:
Critical Thinking & Reflective Practices, Philosophy of Education, Human Development and Learning, Professionalism in Teaching, Educational Assessment and Evaluation, General Methods of Teaching, Curriculum Development, Assessment in Science Education, community engagement etc.

❖ **BS Hons with Mathematics as Major from Quaid e Azam University, Pakistan (2014-2018)**

- Major course work:
Mathematics, Physics, Statistics

❖ **Intermediate (pre engineering) from army public school and college , Pakistan (2012-2014)**

- Major course work:
Mathematics, Physics, Chemistry

❖ **Matriculation from F.G girls public school,Pakistan (2010-2012)**

- Major course work:
Mathematics, Physics, Statistics

KEY SKILLS

- ❖ MS Office Professional
- ❖ Administration Management
- ❖ Document Controlling
- ❖ Business Coordination
- ❖ Corporate Events Organizing

PERSONAL DETAILS

Contact:	+971 58 273 0990
Email:	barkaqu@gmail.com
Date of Birth:	13 th September 1996
Nationality:	Pakistani
Marital Status:	Single
Visa Status	Visit Visa
Languages Known:	English, Hindi, Urdu

*References can be provided on request.

