

# Enamulhaq Taha Frotan

## Bachelor in Business Administration

I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative. I am able to work well under pressure and adhere to strict deadlines.



✉ enamtaha4@gmail.com

☎ 0770757473

📍 Kabul, Afghanistan

## EDUCATION

### Business Administration

COMSATS University/ Lahore, Pakistan.

08/2017 - 01/2022

Lahore, Pakistan.

#### Courses

- Marketing, Finance and Accounting.

### High School

Abdul Hadi Dawi High School

04/2012 - 01/2015

Kabul, Afghanistan.

#### Courses

- General.

## WORK EXPERIENCE

### Customer Services Support Line

MTN Afghanistan

02/2022 - 02/2023

Kabul, Afghanistan.

MTN Afghanistan is well known Telecommunication organization for its customer oriented services all around the world.

#### Achievements/Tasks

- Handled customer service inquiries and complaints in a timely and professional manner, resulting in increase in customer satisfaction ratings overall. My work was praised by my supervisor and the Company for having great communication skills with customers and I was also awarded for problem solving abilities on time

Contact : Muhibullah Afzalzada - MTN HR Coordinator -  
Muhibullah.afzalzada@mtn.com - 0772221428

### Youth Educator/ Community organizer

HEWAD Organization

02/2023 - 02/2024

Kabul, Afghanistan.

HEWAD is a non-governmental, non-political and non-profitable charity organization established in 1994 to provide Women rights, Medical, Educational, Social and Humanitarian Assistance to needy people of Afghanistan

#### Achievements/Tasks

- Provided individual counseling and guidance to youth to help them develop positive life skills. Supported families and youth in navigating the legal system and accessing resources to improve their well-being. Also during my time there I was involved in voluntary tasks such as resolving financial issues and helped the office prepare monthly financial reports.

Contact : Sultan Mohammad - Program Coordinator -  
hr@hewad.org.af - 0700285532

## SKILLS

Marketing

Finance and Accounting

Sales

Effective Communication

Product development

Customer Handling

Computer Skills - (MS. Office)

## PERSONAL PROJECTS

Project Name

## ORGANIZATIONS

MTN Afghanistan (02/2022 - 02/2023)

Customer Support Line Agent

HEWAD Organization (02/2023 - 02/2024)

Youth Educator

## CERTIFICATES

Certificate Name

## LANGUAGES

English

Full Professional Proficiency

Dari

Full Professional Proficiency

Pashto

Professional Working Proficiency

Urdu

Professional Working Proficiency

## INTERESTS

Banking

Marketing

Accounting and Finance

Customer Relationship Management

Sales

Product development

Economics