

Professional Profile

FAIZA HAQUE

Dynamic and highly motivated management professional with 3+ years of proven experience in strategic planning and execution as well as with organizational and administrative management. Proven skills in creating smooth-running systems that increase organizational goals. Highly passionate about developing, implementing, and managing social media strategy. Excellent interpersonal, organizational, time management, and communication skills – capable of interacting with clients and customers as well as co-employees by providing exemplary customer service while being compassionate in the execution of other duties. Equipped with an excellent work ethic, and a strong sense of responsibility pooled with absolute integrity.

AREAS OF EXPERTISE

Process Improvement & Efficiency	Analytical & Problem-Solving Ability	Multi-tasking & Negotiations
Adaptability & Creativity	Organizational/Administrative Skills	Outstanding People Skills
Customer Service & Client Relations	Time Management	Problem Solving & Issue Resolution
Inventory & Budget Control	Commercial Awareness	Strategic Analysis and Tactic Oriented

EDUCATION

- ◇ Marketing Education, *Stanford University* Fall of 2019
- ◇ Bachelor of Arts in Communication, *University of California, Davis* September 2014-August 2016
Concentration in Digital Technology English Minor
- ◇ Internship: Sutter Health Hospital - Nurse Assistant July 2015- July 2016

COMPUTER SKILLS

Microsoft Office: Word, PowerPoint, Outlook (Proficient), Excel (Intermediate) and ERP systems (Oracle, E2, & Salesforce).

PROFESSIONAL EXPERIENCE

- Install Base Coordinator, *Magnit Folsom, CA* January 2021- Present
 - Entered support contracts into the CRM
 - Assist in the development of API s / automation around install base creation and changes
 - Manage entitlement transfers associated with field replacements, upgrades, and returns
 - Manage entitlements with third-party logistics providers
 - Assist in supporting contract renewals
 - Develop, produce, and manage weekly install base KPI s and metrics packages
 - Perform clean-up activities related to existing install base records (researching historical records and other information related to the task)
 - Update install base records based on feedback from Customer account executives
- Office Assistant/Marketing Assistant, *GrowthPoint Technology Partners Menlo Park, CA* April 2018 – December 2019
 - Maintained top standards of customer service and managed multiple tasks in high-pressure and fast-paced operations.
 - Provided quality service in managing filing systems, recording information, updating paperwork, maintaining documents and word processing, as well as handling incoming calls and other communications and scheduling appointments.
 - Successfully organized travel by booking accommodations and reservations, maintained office common areas, performed general office clerk duties and errands, monitored supply inventory, and ordered office equipment/supplies as needed.
 - Managed the company's website and social media contents as well as updated marketing conference calendars.

LANGUAGES

Fluent English, Bengali, and Hindi.

LINKED IN

<http://linkedin.com/in/faizahaque>