ROZAM ALI

Office & Operations Assistant

EDUCATION

- **BSCS** (2025–2029)
  Minhaj University Lahore

- **FSc** (2022-2024)
  Govt. F.B. Graduate Sc. College

- **Office Management** 2024
  Modern College of Sc. and Tech

SKILLS

- Customer Service
- Office Management
- Order & Stock Handling
- MS Office (Certified)
- Computer Troubleshooting
- Windows & Linux

LANGUAGES

- English (Fluent)
- Urdu (Native)

CONTACT

- 📞 03178513250
- ✉ rozamali200@gmail.com
- 📍 Lahore, Pakistan

PROFILE INFO

Computer Science student with hands-on experience in customer service, office management, and computer support. Skilled in order handling, stock coordination, MS Office, and troubleshooting computer systems (Windows/Linux). Experienced as a virtual assistant managing e-commerce operations on eBay and Amazon. Strong English communication, problem-solving, and adaptability; quick to learn new systems and processes.

EXPERIENCE

COMPUTER SUPPORT & TECHNICAL SKILLS

- Installed, configured, and troubleshooted Windows and Linux operating systems.
- Performed software installations, updates, and system maintenance for personal, academic, and small business use.
- Assisted peers and family with setting up new computers, programs, and basic networking.
- Quickly adapted to new tools and software, providing training and guidance to others.
- Recognized for strong problem-solving skills and ability to manage computer-related tasks independently.

VIRTUAL ASSISTANT — [DURAFOAM/COMFORT-TOUCH]

- Manage eBay and Amazon seller accounts: create, edit, and optimize product listings.
- Upload bulk listings and updates via spreadsheets; manage SKU and inventory tracking.
- Resolved customer inquiries in English, processed returns/refunds, and maintained high seller ratings.
- Assist with order processing and stock updates, ensuring accurate records and timely dispatch.
- Coordinate with suppliers and logistics to track deliveries and maintain stock availability.
- Prepare performance and sales reports for management.
- Use Trello and spreadsheets to track tasks, deadlines, and team communication.