




MUHAMMAD ADNAN

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PROFESSIONAL SUMMARY

Well-organized and talented Data Analysis professional seeking the position of Data Analyst. Adept at collecting, analyzing, and authenticating, modeling data sets, visualizing and interpreting data to improve business operational productivity. Highly competent in using data analysis tools like MS Power BI, SQL, and Tableau to conduct market research and pinpoint patterns and trends.



EDUCATION



Bachelors Degree

BZU | Multan | 2003 - 2005



Masters In Business Administration

IMS BZU | Multan | 2005 - 2007



SKILLS

- Data Analysis ●●●●●●●●○
- Communication ●●●●●●●●○
- Analytical ●●●●●●●○○
- Competitive ●●●●●●●○○
- Organizational ●●●●●●●●○
- Ms. Office ●●●●●●●○○



SOFTWARES

- Ms Power BI ●●●●●●●●○
- Tableau Desktop ●●●●●●●○○
- SQL ●●●●●●●○○
- MS Excel ●●●●●●●●○



LANGUAGES

- English ●●●●●●●●○
- Urdu ●●●●●●●●○



INTERESTS

- Travelling
- Sports
- Music
- Reading



ACHIEVMENTS

- Stood First in BSc in the College.
- Member of Department Cricket Team during College and University.



WORK EXPERIENCE

ASSISTANT

Public Sector Organization | DG Khan | Oct 2018 – Oct 2021

- Delivered top-notch administrative support to office staff, promoting excellence in office operations.
- Answered multi-line phone system, routing calls, delivering messages to staff, and greeting visitors.
- Managed and completed paperwork and overall office administration operations.
- Sorted, opened, and routed incoming correspondence and deliveries to help senior leaders respond quickly to business and customer requirements.
- Offered office-wide software support and training, troubleshooting issues, and optimizing usage.
- Participated in strategic planning for company growth.
- Created and updated physical records and digital files to maintain current, accurate, and compliant documentation.
- Produced accurate office files, updated spreadsheets, and crafted presentations to support executives and boost productivity

HR EXECUTIVE

Virtual Base | Multan | January 2018 – October 2018

- Maintained company compliance with local, state, and federal laws, in addition to established organizational standards.
- Developed and executed HR policies and programs, workforce and job development, recruitment and hiring, compensation and benefits, and employee and labor relations to build staff-focused human resources office culture.
- Expanded partners as leading regional, full-service actuarial, compensation, and benefit consulting firm to complement HR outsourcing and further drive per-client revenue potential.
- Met with employees annually for progress reviews and performance assessments.
- Educated employees on the company policy and kept the employee handbook current.

Customers Care Representative/ Accounts Officer | Al Faour Cars Trading & Al Jabri Car Services Sharjah, UAE, May 2014 - May 2016

- Prepared financial statements, business activity reports, annual budgets, and other records.
- Reconciled accounts, managed audits, and updated financial records with remarkable accuracy.
- Investigated daily variances and corrected errors to resolve discrepancies.
- Used accounting software to prepare weekly and monthly financial reports.
- Helped customers complete purchases, locate items and join reward programs.
- Collected and authorized payments of guests.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.

**Marketing Officer | Colony Textile Mills. (Pvt) Ltd, Multan, Pakistan
September 2009 - September 2010**

- Coordinated with internal business divisions, agency partners, and local vendors to guarantee on-time, cost-effective delivery of all marketing communications materials.
- Incorporated product changes into marketing messages to drive customer engagement and maximize profits.
- Organized logistics for marketing and proposal strategy meetings.
- Worked with vendors to complete projects according to schedule and specifications.
- Completed and submitted monthly and yearly reports to support executive decision-making.
- Communicated marketing strategy and campaign performance to verify alignment with corporate sales objectives.

Bank Teller | The Bank of Punjab

Multan, Punjab - August 2008 - August 2009

- Assisted customers with setting up or closing accounts, completing loan applications, and signing up for new services.
- Answered customer inquiries regarding account balances, transaction history, services charges, and interest rates.
- Educated customers on the use of banking websites and mobile apps.
- Reconciled cash drawer and resolved discrepancies.
- Sold and cross-sold bank products to new and existing customers.
- Provided customer records, account statements, and copies of checks.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Built and strengthened customer relationships by leveraging excellent interpersonal and communication skills.
- Logged cashier's checks and other transactions to maintain accurate account records.
- Identified sales opportunities and referred customers to the branch.

Besides this, I possess good experience in Data Analysis using tools like Microsoft Power BI and Tableau.



REFERENCES

- **References will be furnished on demand**