|  |  |  |
| --- | --- | --- |
| h |  | EDUCATION |
|  | **[Khadija kazi Ali Memorial Higher Secondary School:]**  [2023] – [2024]  [Intermediate From Board of Secondary Education Karachi:]  **[Government Girls Secondary School:]**  [2021] – [2022]  [Matriculation of secondary education Karachi:]  **[Aptech Institute Of Technology]**  [2025]  [Software Engeneering Higher diploma:] |
| Maryam Khan  MS Office Expert Profile My name is Maryam Khan. I am currently pursuing a Bachelor’s degree in Software Engineering from Aptech. I have a strong interest in the field of technology and software development, and I am passionate about continuously learning new skills and exploring emerging tools in this domain.  In my free time, I enjoy reading books, searching for new information, playing badminton, and discovering and learning about new topics. These hobbies help me stay curious, creative, and motivated to grow both personally and professionally. CONTACT PHONE:  03152665743  EMAIL:  maryamkh4240@gmail.com |  | EXperience |
|  | **[Skin Care Company] :** [**Assistant Manager]**  [1Year]   **Trained** new team members on company policies and procedures.   **Supported** senior management in planning and implementing strategies.  **[Consol BPo]** **: [Call Center]**  [6 months].   * **Handled** 80+ customer calls daily with a focus on fast and polite resolution. * **Provided** accurate information about products/services to callers. * **Achieved** 95% call quality score for clear communication and professionalism. * **Maintained** daily call logs and updated customer records in CRM software. * **Worked** in a team environment to meet weekly call handling targets. * **Trained** in handling difficult customers calmly and effectively   **[Pharmaceutical] :** **] Prepared documentation]**  [1 Year]   * Prepared official documents, reports, and letters with accurate formatting. * **Converted** handwritten notes into professional digital formats. * **Updated** records and forms to keep data current and well-organized. * **Drafted** customer service scripts and call summaries for internal use   **[AMTC] :** **[HR Department]**  [1 Year]   * **Assisted** in employee recruitment by scheduling interviews and shortlisting CVs. * **Supported** HR team in daily administrative and data entry tasks. * **Managed** employee queries related to policies and benefits. * **Updated** HR databases and ensured all records were up-to-date and confidential |
|  | SKILLS |
|  | * (Digital Marketing) * (Frontend Developer) * *Motivational Speaker)* * (MS Office Expertize)   + [ Ms Word, Ms Excel Advance, Ms Power point]) * (Artistic Talent) * (Good Communicatuion Skills) * (Web Development)   + Self Confidence |