

Mariam A. Ghaffar
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WORK EXPERIENCE

TMR General Agency, LLC

Junior Underwriter

Houston, Texas
March 2018-Present

- Utilize understanding of assessing risk and exposures to identify business opportunities
- Design and implement a database for insurance policies; resulted in a more efficient work flow and easy integration with NexSure, an online insurance tool
- Quote and issue garage dealers policies
- Work with production staff to secure all required documents

Zalla Massage

Studio Manager

Houston, Texas
January 2016-August 2017

- Coordinated and oversee the day-to-day operations i.e. opening/closing procedures, taking care of client issues, created reports to track sales, retention, etc.
- Managed a staff of 12-20 massage therapists; preparing work schedules, organizing appointment books, and leading new hire orientation
- Created digital marketing campaigns through social media to connect to clients and spread awareness of company's culture
- Launched various action plans with General Manager for but not limited to revenue maximization and company expansion.
- Achieved double the memberships in a 6 month time period; achieving sales target every quarter
- Front desk reception: booking appointments, checking guests in/out, answering phones, and providing exceptional customer service

Pop Promotions, Inc.

Administrative Assistant

Sugar Land, Texas
June 2015-December 2015

- Developed and implemented an efficient system to help the HR department with the recruitment process; cut down call times by 60 minutes
- Responsible for all office operations including; scheduling, processing and overseeing the lobby
- Improved and operated the multi-line online phone system

Wells Fargo & Company

Teller

Sugar Land, Texas
June 2015-December 2015

- Assisted the lead teller with various administrative procedures and paper work
- Individually recognized for superb customer relationship management and consistency
- Provided financial solutions to clients by successfully assessing needs and analyzing reports
- Reduced Manual transaction time and error by 50% through the use of quick, easy, modern bank telling strategies
- Operated on POS systems for various transactions

Victoria Secret, Limited Brands

Specialist/Sales Associate

Philadelphia, PA
April 2011– March 2015

- Built the brand and reputation of the store by enhancing the shopping experience; consistently ranked #1 in the district
- Led the category team to achieve reach weekly sales plan and increase sales by \$2,000
- Trained a minimum three new associates quarterly and help them through the certification process
- Assisted the visual team with the design, development, and aesthetic look of the store and its merchandise
- Supported the category manager with marketing strategies and projects

Rehmani Designs

Administrative Assistant

Queens, New York
March 2010 – 2011

- Assisted with administrative work; including word processing, data entry and drafted/updated Word documents
- Performed clerical functions such as scheduling, organizing and maintaining paper and electronic files
- Thoroughly researched data for upcoming projects and potential clients

EDUCATION

Drexel University
B.S. in General Business

Philadelphia, PA
2015

ADDITIONAL SKILLS

- 70 WPM
- Fluent in Urdu and Hindi
- Cooperates and works well with others
- Manages multiple projects effectively
- Leads and directs others
- Makes and implements decisions
- Social media training and marketing
- Responsible cash handling