

# SAMAPTI PARPIANI

BBA (Honours)

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## SUMMARY

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An energetic professional having **4+ years** of experience with diverse abilities and experience in

- HR Policies
- Call center.
- Maintain Data Base.

Proven track record in driving efficiency and integrity in fast paste startup, reporting, and regulatory issues and capable to lead, run, and manage the Social Media Marketing including Quality analyst skillset, with excellent client management and customer handling on calls of any organization.

A result-oriented person with good analytical skills and always motivated to learn new things. Adapt at handling multiple tasks daily competently and at working well under pressure.

Seeking to leverage my technical and professional expertise to benefit the dynamic organization and for own professional and financial growth.

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## WORK EXPERIENCE

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Jul'22 to Till Date

### Senior HR Specialist

*Top Level Real Estate*

*Karachi, Pakistan*

- Forecast hiring needs and ensure recruitment process runs smoothly.
- Prepare and review compensation and benefits packages.
- Hiring Global and Local team.
- Plan quarterly and annual performance review sessions.
- Maintain organizational charts and detailed job descriptions along with salary records.
- Develop and implement HR policies throughout the organization.
- Maintain Data of employees
- Process employees' queries and respond in a timely manner



Jan'22 to Jun'22




### HR Executive

*Vava Cars Pakistan (Private) Limited*

*Karachi, Pakistan*

- Maintain Data of employees
- Maintain attendance of all Staff
- Check Deduction and collect reimbursement of all staff and send to Compensation dept
- Conduct screening interviews.
- Assess training needs, coordinate learning and development initiatives for all employees
- Utilize and monitor HR budgets on sessional activities and events.
- Promote positive and open work environment for employees
- Employee 360-degree evaluations



Apr'20 to Dec'21	<div> <div>  </div> <div> <b>Lead Customer Services</b>  <b><i>Vava Cars Pakistan (Private) Limited</i></b>  <b><i>Karachi, Pakistan</i></b> <ul style="list-style-type: none"> <li>• Hiring and training new customer service agents</li> <li>• Creating effective customer service procedures, policies, and standards</li> <li>• Staying informed on the latest industry techniques and methods</li> <li>• Developing customer satisfaction goals and coordinating with the team to meet them on a steady basis</li> <li>• Supervising day-to-day operations in the customer service department.</li> <li>• Responding to customer service issues in a timely manner.</li> <li>• Implementing an effective customer loyalty program</li> <li>• Assessing service statistics and preparing detailed reports on your findings.</li> <li>• Managing the approved budget of the customer service department.</li> </ul> </div> </div>
Oct'19 to Mar'20	<div> <div>  </div> <div> <b>Lead Generation Executive.</b>  <b><i>Vava Cars Pakistan (Private) Limited</i></b>  <b><i>Karachi, Pakistan</i></b> <ul style="list-style-type: none"> <li>• Creating detailed business plans to reach predetermined goals and quotas.</li> <li>• Unearthing new sales opportunities through networking and turning them into long-term partnership.</li> <li>• Ensuring of product availability for prospective clients.</li> <li>• Provide professional after-sales support to maximize customer loyalty</li> <li>• Remain in regular contact with the client to understand and meet their needs.</li> <li>• Respond to complaints and resolve issues to the customer's satisfaction and</li> <li>• Negotiate agreements and keep records of sales data.</li> </ul> </div> </div>
Jul'19 to Sep'19	<div> <div>  </div> <div> <b>Marketing and Management Trainee</b>  <b><i>Catwalk Event Management &amp; Production Pvt Ltd</i></b>  <b><i>Karachi, Pakistan</i></b> <ul style="list-style-type: none"> <li>• Profile maintenance of the CEO &amp; her spouses, ensuring that the activities are updated by the date</li> <li>• Preparing presentations for the upcoming events</li> <li>• Planning for the events location, interior designing caterers &amp; ensuring everything be accordingly (i.e., the last event of Breast Cancer Awareness was one of the events I followed myself till the end) Recorded, transcribed, and distributed minutes of meetings.</li> </ul> </div> </div>
Apr'19 to Jun '19	<div> <div> </div> <div> <b>INTERNEE</b>  <b><i>Pakistan State Oil Ltd</i></b>  <b><i>Karachi, Pakistan</i></b> <ul style="list-style-type: none"> <li>• To check-out the pumps and differentiate how PSO can be better than others.</li> <li>• Maintaining fleet Customers fuel cards record.</li> </ul> </div> </div>
Jan'19 to Mar'19	<div> <div> </div> <div> <b>INTERNEE</b>  <b><i>Standard Chartered Bank</i></b>  <b><i>Karachi, Pakistan</i></b> <ul style="list-style-type: none"> <li>• Maintain customers data on their data base.</li> <li>• Contact and follow up with Clients to collect their data.</li> </ul> </div> </div>
Jan'17 to Dec'18	<div> <div> </div> <div> <b>CONTRACTUAL</b>  <b><i>British Council</i></b>  <b><i>Karachi, Pakistan</i></b> <ul style="list-style-type: none"> <li>• Invigilation</li> </ul> </div> </div>



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## KEY SKILLS & OTHER PROFICIENCIES

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- ❖ Web and tech-savvy, require little to no training
- ❖ Proficient in **Microsoft Office** applications, particularly Microsoft Word, **Excel**, and PowerPoint.
- ❖ **Agreed upon procedure** engagements and compliance engagements.
- ❖ Understanding the business and evaluating internal controls.
- ❖ **Report writing** and good communication skills.
- ❖ Good team player.
- ❖ Ability to work to deadlines.
- ❖ Self-motivation & determination.



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## EDUCATION

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- **BBA – (Honours)**

*Iqra University.*

*Karachi Board*



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## OTHER INFORMATION

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Language: English-Urdu-Sindhi

Nationality: Pakistani

Marital Status: Single