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| |  | | --- | | Contact Information   * House no 8/A, Chudhary Colony, Samnabad   Lahore  +92 (332) 005 4807  sanata17@gmail.com  CERTIFICATES   * **Howard management (05/2014 – 03/2014)**   Professional Certification and Training of 18 Programs .Change management ,Delegating, New manager transitions, Crisis management and more   * **Customer dealing (2014 – 2014)**   Attend Customer dealing workshop   * **Posture & Gesture Reading (2014 – 2014)**   Successfully completed Posture & Gesture Reading Training Program   * **Sales & Development Program (01/2009 – 01/2009)**   Executive Development Program in Sales and Marketing Management Completed   * **Advanced First Aid Course (09/2013 – 09/2013)** * Successfully completed a one week Advanced First Aid Course * **Employee Of the Month**   In Telenor 2009,2010   * **Employee Of the Month**   In Mobilink 2012,2014  HONOR AWARDS & ACHIEVEMENTS  **Best Trainer**  Mobilink GSM, Lahore, Pakistan  Got first prize and Gold Medal in Mobilink Training  **Event Management**  Convocation Ceremony 9th in the University of Lahore (02/2019)  LANGUAGES  **English**  Full Professional Proficiency  **Urdu**  Full Professional Proficiency  **Arabic**  Elementary Proficiency  Technical Skills   * Project Management * Customer Support * Computer Skills * Technical Writing * Data analysis * Software proficiency * Administrative Technical Skills * Sales Technical Skills |   REFERENCES  References are available on request. | |  | | --- | | Sana Tahir  MANAGEMENT PROFILE | | Summary | | Leadership training and experience with academic training at The University of Lahore. Proven skills in project management, organization and research with a background in office administration and organization. Able to provide employers with administrative support and professional communication skills. |  |  | | --- | | Work Experience | | P.A PRO RECTOR & OPERATION MANAGER 9/2018 – Present  THE UNIVERSITY OF LAHORE (*www.uol.edu.pk)*  All CAMPUS   * Supervisors, Assessment, Training and five senior-level executives and coordinated various schedules and meetings .and resolve Problem of campus. * The day-to-day budgetary, administrative, and business processes for the University including purchasing, personnel and student employment hiring * Supervising and policy development and enforcement, student payroll management, office management, records management and related operations. * Member of Hiring and Interview board in Islamabad Campus.   UNIT MANAGER 12/2016 – 09/2018  EFU LIFE ASSURANCE Limited (*www.efulife.com*)  Islamabad, Pakistan   * Manage all phases of the sales cycle—from prospecting to close and follow-up support. Represent a Full line of insurance and financial products, serving as a trusted adviser to businesses and individuals. * Working with the sales and marketing team to drive sales forward. Mentoring and training up Junior and new staff. * Arranging interviews with candidates who have been short listed for a position. Involved in negotiating the salary between the client and the candidate.   Team Coordinator and Trainer 01/2011 – 02/2015  Mobilink GSM (*www.mobilink.com.pk)*  Lahore, Pakistan   * Customer-concentric, bilingual (English-Urdu) call center Executive with a history of top-ranked Production in inbound call centers. Also expected to meet on a regular basis with their Manager, both to provide feedback and to receive instructions or actions. * work at facilities that receive incoming phone calls and/or electronic messages from people who have concerns about a company's goods or services * Customer-concentric, bilingual (English-Urdu) call center Executive with a history of top-ranked Production in inbound call centers. Routinely singled out for high-volume, high-quality work within Deadline-intensive settings spanning collections, customer service and sales areas. And give training to new Employees.   Active Team Coordinator 01/2008 – 01/2011  ABACUS CONSULTING (TELENOR) (*www.telenor.com.pk*)  lahore, Pakistan   * Working with the sales and marketing team to drive sales forward. Mentoring and training up Junior and new staff. Quickly understanding a callers point of view and to empathize with them. Able to Respond and adapt to the needs of all customers. * Expected to meet on a regular basis with their Manager, both to provide feedback and to receive instructions or actions. * Also Work on First Call Activation as a Pioneer First time in all over in Pakistan. Achieve monthly/annual targets. And become top employee.   **Active Team Leader 12/2006 –01/2008**  ASKARI BANK (*www.askaribank.com*)  Lahore, Pakistan   * Working knowledge of operations and procedures applicable in credit card processing. Ability to take decision independently upholding set rules and regulations. Ability to resolve problems having many shades with less or no Supervision. * Responsible for guiding a group of employees as they complete a project. Responsible for developing and implementing a timeline their team will use to reach its end goal. * Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort. Provide the team with a vision of the project objectives. |  |  |  |  | | --- | --- | --- | | Skills | | | | -Operations Management | -Planner & Decision- Making | -Adaptive Leadership | | -Crisis Management  - Operations Management  -SAP  -Counseling & Coaching | -Administration  -Goal attainment  -Staff development  -Sales & Business and Development  -HR & Recruitment | -Cost control  -Event Management and planning  -Training skills -Interpersonal Skills |  |  |  | | --- | --- | | Education | | | **Graduation ,BA**  **Economics**  University of Punjab  2006 | **Intermediate Studies, FSC**  University of Punjab  2003 |  |  | | --- | | Projects |     **3G Internet Services first time in Pakistan**  www.jazz.com.pk/prepaid-services  [www.jazz.com.pk/postpaid](http://www.jazz.com.pk/postpaid)  **Bio Metric Verification (MOBILINK)**  [www.simspk.com/mobilink-installs-largest-biometric-verification-](http://www.simspk.com/mobilink-installs-largest-biometric-verification-) systemin- 300-cities  **Convocation ceremony 9th in The University of Lahore (02/2019)**  <http://uolisb.edu.pk/news/9th-uol-convocation-2019/>  **Admission campaign springs 2019 the university of Lahore Islamabad campus (01/2019)**  <http://uolisb.edu.pk/news/admissions-for-spring-2019/> |