

# **NIDA ZAFAR**

House No. 20, Street No. 18, Mohallah

Muhammad Nagar Bibi Pak Daman

Near Homeopathic College, Lahore

Date of Birth: 03-05-1995

Mobile No: 0333-5194700

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**OBJECTIVES**

To work in a competitive and challenging working environment, to contribute the best of my abilities towards the growth and development of an institute. To fully utilize my interpersonal skills. To pursue a challenging and rewarding career.

**JOBEXPERIENCE:**

***Technical Resource Facility (TRF+), Funded by DFID & Managed by Mott MacDonald Limited***

***Operations Assistant, Lahore (2019)***

***Job Responsibilities:***

* Act as back-up to Manager in performing business operations duties.
* Provide support to Operations manager as and when required.

### Update internal operation procedures document as needed.

* Assist Operations manager in updating inventory register.
* Assist Operations manager for logistics arrangements, travel bookings and event management.
* Any other duty assigned by Operations Manager.

***Systems Limited (Call Centre)***

***Customer Care Representative, Lahore (2017)***

***Job Responsibilities:***

* Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
* Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
* Making sales or recommendations for products or services that may better suit client needs.
* Taking part in training and other learning opportunities to expand knowledge of company and position.

***Bank of Punjab***

***Internship, Lahore (2016)***

***Internship Responsibilities:***

* I provided support to bankers in different section for handling documents, customer care, assist in managing files etc.

**EDUCATION**

* **M.Phil (History)**

Minhaj University, Lahore **2016 - Continued**

* **BS (Hons.) History**

Lahore College for Women University, Lahore **2016**

**COMPUTER SKILLS**

* MS Office

**REFERENCES**

* Reference will be provided on demand.