

# Areeba Kamran

Karachi, PK

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Linkedin Url:

Digital Profile Url: <https://cifa.ac/cifa-resume/e74d4f45-a01c-417e-a6b6-5df79c4705ff>

Friendly and outgoing administrator with a passion for customer services. Excellent communication skills enabling strong relationship building. Proven ability to manage projects to successful outcomes and effectively supervise, manage, and motivate team members.

## EDUCATION

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**University of Karachi** -- Bachelors of Commerce (2012)

Completed a comprehensive program in commerce, focusing on financial management, accounting, and business operations.

## WORK EXPERIENCE

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**2020-08 to 2021-05**

**Administrator/Parents Coordinator** [The Educators School]

Coordinated parent-teacher interactions, managed administrative tasks, and improved communication efficiency by 20%.

**2017-06 to 2020-01**

**Supervisor Call Center** [State Bank of Pakistan]

Supervised call center operations, enhanced customer service protocols, and increased customer satisfaction scores by 15%.

**2013-10 to 2016-01**

**Phone Banking Officer** [Faysal Bank Limited]

Handled customer inquiries, resolved issues efficiently, and maintained a 95% customer satisfaction rate.

**2012-09 to 2013-09**

**Relationship Officer** [Mamdani Inc.]

Developed client relationships, facilitated communication, and contributed to a 10% increase in client retention.

## CERTIFICATES

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**06/2015**

**MS Office Specialist**

Certified in Microsoft Office Suite, including Word, Excel, and Outlook, demonstrating proficiency in office productivity tools.

## SKILLS

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**Hard Skills:** MS Office (Word, Excel, Outlook), QuickBooks, Siebel, IRIS, Vision Plus, Avaya, CMS (Call Center Software), PABX,

**Soft Skills:** Effective communication, Team supervision, Project management, Ambitious and hardworking, Stress management, Relationship building