

NIMRA SHAHID

EDUCATION

Iqra University (IU), Karachi

- Master in Business Administrations 2020 (HRM)

University of Karachi

- Bachelors in Commerce 2015

Government Degree Girls College Gulshan-e-Iqbal Karachi.

- Higher Secondary Certificate, 2011 (Commerce)

Milestone School, Karachi

- Secondary School Certificate, 2008 (Science)

WORK EXPERIENCE

Ibex (Customer Support Executive- Walmart International Campaign) -January 1st 2022 till now)

Key Role:

- ✓ Responding to queries of the customers.
- ✓ Taking relevant action to resolve the issues after investigating the case.
- ✓ Assist customers in all problems related to their order. Information related to any product on website.

Beaconhouse School System (Officer-Parent relations)-1st Oct 2020 till 4th Dec 2021

Key Role:

- ✓ Addressing queries of current/future students or parents
- ✓ Managing admission process
- ✓ Email correspondence with regional office for admissions/ Scholarship cases
- ✓ Providing high level of customer service and customer relationship building

Rotopack-Promising Packaging (HR Assistant)-Aug 15th 2019 till Dec 31st 2019

Key Role:

- ✓ Work with company CEO to strategically plan HR initiatives that will benefit the company and encourage more efficient and beneficial work from employees
- ✓ Direct all hiring and training procedures for new employees , payroll information , Email correspondence
- ✓ Collecting, calculating, and entering data in order to maintain and update

PR and Coordination-2017

Key Role:

- ✓ Worked as a backstage coordinator in various events , wardrobe styling (Freelance)
- ✓ Hiring and training BA's for marketing events(Freelance)



Objective:

To work at a challenging position in a reputable organization having a professional environment, prospects of growth and ample opportunities of learning to develop skill, proficiency and experience.

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Karachi, Pakistan.

CNIC: 42201-0785257-8

DOB: 2nd March 1993

Hobbies:

Traveling
Watching Movies
Reading Health blogs

Skills:

Computer skills (MS word, Excel, Power Point)
Adaptability
Team work
Written and oral communication