

BATOOL ZEHRRA

Plot No. 14/9, Flat No. G1, Shaan Apartments,
CP Berar Cooperative Housing Society,
Block – 3 Off. Shaheed-e-Millat Road,
Karachi – Pakistan.

Date of Birth: September 15th, 1991

Cell: 0331-2376970

Res: 021-34124418

Email: batool-zehra@outlook.com

SUMMARY

Experienced HR & Administration professional with a demonstrated history of working on both corporate and retail sectors. Skilled in Microsoft Office, Microsoft Excel, Management and Human Resources System. Strong business development professional graduated from St. Joseph's College for Women. Looking forward to pursue MBA Degree at the same time having experience for working in various companies across the country.

PROFESSIONAL EXPERIENCE

International Customer Services Specialist – Walmart

9th Nov. 2020 – Present

Ibex. Pakistan**Responsibilities:**

- Interact with customers to provide and process information in response to inquiries, concerns and requests about products and/or services.
- Collaborate and build relationships with customers to strengthen service competitiveness.
- Communicate timely back to customers, track and resolves any issues regarding the service.
- Contribute to customer development role.
- Ensure a positive Customer Experience ultimately leading to a good Quality Assurance (AQ) score.

Executive Secretary to Director

02nd Dec. 2019 – 30th Oct. 2020

KAAF Engineers & Contractors**Responsibilities:**

- Executive work for the Director of the company,
- Payroll working for the sister concern company KAAF Facility Management,
- Handling all the correspondence of KAAF FM including Accounts & Operations,
- Making the quotations and legal agreements for the clients,
- Coordinating with the Managers and Directors for the daily update,
- Assisting the Director in operational activities of the offices (Head Office, Karachi & Islamabad),
- Looking after the Administration of the Head Office Karachi.

HR Office Assistant

16th Oct. 2017 – 30th Sept. 2019

St. Michael's Convent School

Responsibilities :

- Late markings of all the office and janitorial staff,
- Closing of all staff registers by verifying through scan card report,
- Prepare the list of absentees of staff & report to Principal and Deputy Principal,
- Receiving of Leaves and Short Leaves Applications of the whole staff on daily basis,
- Marking of all the applications and liaison with the concerned,
- Coordinate and provide support to Accounts Department related to refunds and deductions in salaries,
- Issuing of Scan Cards and Name Tags to the newly hired staff,
- Keeping check on duties given to teachers during Assembly, Recess and Off Time. Prepare report and send to Principal,
- Prepare the summary of Performance Evaluation of the whole staff for their yearly increment,
- Send warning letters and final notices to student's parent(s) for maintaining their child hygiene,
- Prepare Leave Record for the current academic year for whole staff and get it signed by them every month,
- Maintain Leave Balances of entire staff and issue intimation letter if they have availed all,
- Check emails on daily basis and forward them to concerned heads or departments,
- Receive and forward training or workshop session invitations to concerned heads,
- Take follow ups of certificates and feedbacks upon returning from workshop/training,
- Maintain and update database of all the staff members working,
- Maintain and update the list of new staff, left staff and staff currently working,
- Prepare notices, circulars and memos to file,
- Prepare and maintain all attendance registers,
- Providing information & taking messages,
- Typing, Filing & Photocopying.

Assistant Admin Officer & Accounts Executive & Secretary

01st Sept. 2012 – 23rd June 2017

Core Laboratories Corporate Holding B.V.

Responsibilities :

- Type documents such as correspondence, drafts, memos and emails.
- Open, sort, and distribute incoming messages and correspond,
- Purchase and maintain office supplies and stationery,
- Assisting with billing and accounting related activities,
- Coordinate and provide support to various parties on admin related issues,
- Scheduling and organizing meetings and events,
- Lunch/refreshment arrangements for clients,
- Responsible for all travel, visa requests and hotel bookings for the staff,
- Handling Petty Cash expenses and summaries,
- Accurate and timely submission of expense reports,
- Prepare Bank Reconciliation,
- Perform filing and general office keeping and administration,
- Photocopying,
- Supervise janitorial staff,
- Overseeing Reception.
- Operate telephone calls, providing information & taking messages,
- Maintain up-to-date telephone calls lists,
- Greet visitors and determine to whom and when they could speak with specific individuals,
- Maintain guest book, couriers in/out & deliveries and
- Notify Administrator of employees arriving to work late or leaves.

Assistant Accountant

30th Jan. 2012 – 30th Aug. 2012

Mrs. Ahmed's Montessori & Daycare

Responsibilities:

- Collection of Monthly and Admission fee.
- Maintain Fee and other records related to Accounts.
- Maintain Petty Cash Expenses.

Internship

17th June 2011 – 15th July 2011

Soneri Bank Limited

Bahadurabad Branch

Responsibilities:

- Opening of Bank Accounts.
- Maintain records of inactive accounts.
- Clearing of cheques.
- Customer services.
- Filing.
- Photocopying.

ACADEMIC QUALIFICATION

St. Joseph's College for Women
Bachelors of Commerce
2010 – 2012

Bahria Foundation College
Intermediate in Commerce
2007 – 2009

St. Gregory's High School
Matriculation in Science
1994 – 2007

COMPUTER SKILLS

Microsoft Office - MS Word
Microsoft Office - MS Excel

HOBBIES & OTHER ACTIVITIES

- Photography
- Travelling

REFERENCES

Available upon request.