



Mariam Shaikh

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OBJECTIVE

To work in an organization which provides me ample of opportunities to enhance my skill and knowledge along with contributing to the growth of the organization.

EXPERIENCE

Ibex Global

Customer Support Representative (1-May-2018 to 4-Sep-2020)

- Solved customer's queries efficiently and proactively.
- Patiently and proactively worked on customer's command.
- Satisfied harsh customers with positive attitude while being patient on their harsh and abusive language.
- Proactively answered to each customer in a row.
- Satisfied every kind of customers by following each and every SOP.

Technado Pvt Ltd.

HR Officer (4-sep-2020 to 15-Jan-2021)

- HR operations.
- File maintaining
- Company database

- Verified payroll
- Recruitment
- Resolved resource's queries
- Worked on HRMS fro attendance and employee record.

EDUCATION

University of Sindh.

- Bachelor's in General Science.

Government Girls Degree College.

- Intermediate in General Science.

St.bonaventure's high school.

- Matriculation.

CERTIFICATES

- Training of Customer Support Representative from Ibex Global.
- Master's in English (communication, writing) from Times Inn Academy.