







• Contact


-  Al Falah Society, Karachi,
-  +923362500333
-  fawad_anwar_baig@hotmail.com


• Skills

Administration and Operations

Very Good


Human Resource and Payroll

Very Good


KPI and QA Evaluation

Good

Customer Services

Very Good

Team Lead / Management

Very Good

• Software

Microsoft Office

Very Good

Microsoft Excel Advance

Very Good

Power BI

Average

Salesforce

Good

• Courses

- ✓ **Managing And Analyzing Data in Excel**
- ✓ **Mastering in Excel And Power BI**



Fawad A. Baig

Administration, Human
Resource and Operations

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

• Work History

- 2021-09 – 2023-04 **Head of Admin. And Finance (Billing & Recovery)**
Falaknaz Group, Karachi
- 2021-02 - 2021-08 **Operations Manager – CS (Project Based)**
ARY Group (ARY Laguna & Ehsaas Trust), Karachi
- 2020-01 - 2021-01 **Service Recovery Team Representative**
Ibex, Karachi
- 2016-08 - 2020-01 **Assistant Admin. And CSR**
Soorty Enterprises, Karachi
- 2012-03 - 2016-06 **Manager Administration And Accounts**
Al Madar Metal Construction LLC, Dubai
- 2008-03 - 2012-02 **Assistant Manager HR**
TAMCO Middle East, Dubai
- 2006-01 - 2008-02 **Call Center Agent Trainer**
Customer Services Representative – ARY Group
Customer Care Representative - KESC
CATCOS Inc. Karachi

• Education

Bachelor of Commerce
University of Karachi - 2003

• Accomplishments

PAKISTAN RED CRESCENT SERVICES CORPS (RCSC):
Best Cadet of the Camp for 1996, 1997 and 1998
Annual Training Camps.

AL MADAR METAL CONSTRUCTION CO. LLC (UAE):
Employee of the Year 2013 and 2014

SOORTY ENTERPRISES:
Managed Events and Hosted Officials Programs.