



Umama Rashad

Customer Service Assistant/ Negotiator

Ambitious and hardworking individual with Expertise in product knowledge, relationship building, and negotiation. Passionate about learning new things and helping customers succeed.

✉ umama.rashad11@gmail.com

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📍 Islamabad, Pakistan

WORK EXPERIENCE

Technical Recruiter

Benelux Tek Group Inc

02/2024 - Present

Talent Partner in Engineering, Aerospace, and Information technology

Customer service assistant/Negotiator

Abacus Consulting

07/2022 - 02/2024

Islamabad, Pakistan

Working for 'Rocket Money', a U.S.-based company

Sales Adviser

Constantine PR & Communications

08/2021 - 07/2022

Islamabad, Pakistan

Marketing & Advertising Agency

Real Estate Sales Executive

Winston Mall & Residencia

08/2021 - 07/2022

Islamabad, Pakistan

Real Estate Agency

Human Resource Executive

Advertisement & Documentaries Syndicate (Ads)

11/2020 - 07/2021

Islamabad, Pakistan

Advertising agency

Client Advisor

Emerald Marketing

06/2020 - 11/2020

Islamabad, Pakistan

Marketing Agency

VOLUNTEER EXPERIENCE

Benji Animal Welfare (03/2023 - 06/2023)

- I worked as a volunteer for the organisation to assist them in giving animals a better life and care.

EDUCATION

Bachelor of Business Administration (BBA)

Shaheed Zulfiqar Ali Bhutto Institute of Science and Technology

10/2020 - Present

Specialization

- Marketing & HR

SKILLS

Proficient communicator

Time management

Quick at adaptation

Negotiating

Conflict resolution

Data Analysis

Copy-writing

FBA Wholesale

CO-CURRICULAR ACTIVITIES

IMUN (2019)

I managed the event of International Model United Nations as registration organiser

National Democratic institution (2017)

I attended the polling agents training workshop conducted by the National Democratic Institute

Organising events (2015 - 2018)

Since O'2, I have managed or participated in almost every event held in my school or college

COURSES

The Complete Copy-writing Course: How to Sell Like a Pro (09/2023)

Amazon FBA Wholesale - Professional (05/2022 - 07/2022)

Entrepreneurship in 21st Century (11/2023)

LANGUAGES

English

Native or Bilingual Proficiency

Urdu

Native or Bilingual Proficiency

Punjabi

Native or Bilingual Proficiency

Turkish

Elementary Proficiency

INTERESTS

Travelling

Animals

Photography

Reading

Sports

Writing