



# AYESHA ASLAM

HR/Technical Recruiter/Customer Service Specialist

## ABOUT ME

Strong leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Uses independent decision-making skills and sound judgment to positively impact company success. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## EDUCATION

IUB MASTER OF PUBLIC ADMINISTRATION

Rahim Yar Khan  
2016 – 2018

## CONTACT

Email:  
ayesha.hwryk@gmail.com

Mobile:  
0303-0390987

## SKILLS

Problem solving skills

Strong command MS excel

Relationship building

Recruitment

Scheduling

Staff training/development

Staff Management

## REFERENCE

- Will be on Demand

## EXPERIENCES

MANAGING DIRECTOR/HEAD OF THE DEPARTMENT (ICR IT CENTRE RYK)

Rahim Yar Khan – March 2022 – Current

- Monitored office workflow and administrative processes to keep operations running smoothly.
- Monitored and coordinated workflows to optimize resources.
- Performed statistical analyses to gather data for operational and forecast team needs.
- Assisted in recruiting, hiring and training of team members.
- Trained new employees on proper protocols and customer service standards.
- Recruited, hired, and trained initial personnel, working to establish key internal functions and outline scope of positions for new organization.

HR/TECHNICAL SUPPORT REPRESENTATIVE/TECHNICAL RECRUITER IT CENTRE RYK/HELLO WORLD TECHNOLOGIES

Rahim Yar Khan – December 2021 – Current

- Managed high levels of call flow and responded technical support needs. Onboarded new hires and set up training.
- Interviewed candidates using different interview methods and approaches.
- Completed human resource operational requirements by scheduling and assigning employees.
- Assisted with writing job postings and job descriptions for boards.
- Conducted phone interviews to assess applicant relevant knowledge, skills, experience and aptitudes.

ADMISSIONS OFFICER/CUSTOMER REPRESENTATIVE/CAREER SPECIALIST (ICR IT CENTRE RYK)

Rahim yar khan – July 2020 – March 2022

- Designed effective and user-friendly processes for both admissions and applicant review.
- Coordinated and supervised academic advising activities.
- Assisted in development and implementation of faculty development plans.
- Advised applicants on prospects for admission and strategies for meeting academic and extracurricular credentials.

CUSTOMER SERVICE MANAGER/CUSTOMER CONSULTANT/HANDLING SPECIALIST (SUZUKI MOTORS)

Rahim Yar Khan – December 2018 – March 2020

- Followed through with client requests to resolve problems.
- Trained and regularly mentored associates on performance-oriented strategies and customerservice techniques.
- Resolved customer complaints while prioritizing customer satisfaction & loyalty.

SEO TRAINING | XPRT TECH (REMOTE)

Multan – March 2023 – May 2023

- Natural Link Building
- Anchor Text Optimization
- Guest Blogging
- Content Outreaching Campaigns
- Forum and Community Engagement
- Local Business Listings