

# Nouman Siddiqui

I am a committed and hard working individual who enjoys a challenge. In addition to strong communication skills, I am able to work effectively in a team. I can also demonstrate advanced problem-solving skills and thrive under pressure. My drive and ambition ensure I am a valuable addition in your organization .

nsiddiqui365@gmail.com 

923002909927 

Karachi, Pakistan 

15 December, 1995 

## EDUCATION

### Diplome in Graphic Design

Arena Multimedia

*Courses*

- Adobe Illustrator
- Adobe Indesign
- Adobe Photoshop
- Corel Draw

### Matriculation

Scientific Grammar School

## ACCA

Association of chartered certified accountants

*03/2021 - Present*

## WORK EXPERIENCE

### Chat Support Executive

Ibex Global Pakistan

*09/2021 - 06/2022*

*Karachi, Pakistan*

*Achievements/Tasks*

- Respond efficiently to customer inquiries via the digital live chat program with accurate information
- Finding resolution of customer queries by interacting with the concerned departments and getting back to the customers with solutions

### Operation Coordinator

Leopards Courier Services

*01/2019 - 02/2021*

*Achievements/Tasks*

- Coordinate the activities of staff members by effectively and efficiently handling scheduling and work assignment duties.
- Supervise daily operations of all departments including order generation, help desk function, mail pickup, and delivery and shipping and receiving.
- Ensure that all staff members are working in compliance with the company's procedures and protocols.
- Identify problems in operations processes and ensure that they are resolved on a time-efficient manner.

### Soldier

Janbaz Force Pakistan Military

*12/2017 - 12/2018*

### Jr. Project Officer

Hamdard Company

*01/2017 - 11/2017*

## SKILLS

Ms word

Ms Powerpoint

Audio/ Video Editing

E-mail Communication

Ms Excel

Ms Outlook

## ACHIEVEMENTS

### Lead the team

*Built all daily work schedules. Grew the team through direct performance feedback and annual appraisals.*

## LANGUAGES

Urdu

*Full Professional Proficiency*

English

*Professional Working Proficiency*

## INTERESTS

Football

Traveling

Health & Nutrition

Music

Arts