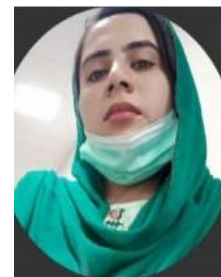


# NADIA RASOOL

Diligent professional experienced in day-to-day running of lab facilities. Accomplished in using logical methods to make sound decisions and solve difficult problems. Demonstrates continuous drive for quality and commitment to excellence.



 nadiarasool97@gmail.com

 +971582219457

 DUBAI

 PAKISTAN

## WORK HISTORY

November 2022 to March 2023

### Lab Technician

**AL KHIDMAT INTERNATIONAL AUSTRALIAN CHARITY ,  
MULTAN**

- Monitored the condition and performance of test equipment to ensure excellent working order and identify reactive and preventative maintenance needs.
- Handled reagents with care and precision.
- Operated, maintained and calibrated lab equipment, consistently meeting accuracy and schedule targets.
- Cleaned and tested equipment to support stable lab processes.
- Tracked lab output and performance using LIMS software.
- Analysed test results to identify trends and produce accurate diagnoses.
- Shared ideas with team and management to drive continuous improvement within laboratory environments.
- Met increased testing demand in collaboration with scientists and researchers.
- Delivered core assay techniques, including polymerase chain reaction (PCR) testing.
- Applied root cause analysis to optimise laboratory processes.

September 2018 to March 2023

### Assistant Lab Technician

**NISHTER HOSPITAL & UNIVERSITY, MULTAN**

- Filed incoming samples and microscope slides for long-term storage.

## SKILLS

- Organism identification
- Organism isolation
- Microbiology
- Microscopy
- NIR analysis
- Biosafety
- Cell culture analysis
- Biochemical management
- RNA extraction
- Covid-19 testing
- Laboratory equipment maintenance
- Laboratory audit procedures
- Quality Control checks
- Data manipulation

## EDUCATION

June 2017 to May 2022

### Certificate of Higher Education

**MEDICAL LAB TECHNOLOGY**

**NISHTER MEDICAL UNIVERSITY**

**MULTAN, LAHORE**

June 2014 to May 2017

### Bachelor of Science ZOOLOGY

**BAHUDDIN ZAKRIYA UNIVERSITY,**

**MULTAN**

May 2014

### Diploma of Higher Education IT

**DIPLOMA**

**GOVT POST GRADUATE COLLEGE**

**ALIPUR, DG KHAN**

- Counted stock to help manage inventory of laboratory consumables.
- Tested weight, density and product consistency for quality control purposes.
- Bagged and dispatched protective clothing, maintaining excellent hygiene standards.
- Logged samples and chemicals to maintain traceability and quality control.
- Maintained clean working environments within laboratories and storage areas.

July 2014 to August 2018

**Assistant Customer Service Manager**  
**CHUGHTAI LAHORE LAB, MULTAN**

- Actioned client feedback to improve product and service offerings.
- Led high-achieving call centre teams in delivering quality customer care.
- Managed resource and capacity planning to support forecasted business needs.
- Reviewed processes and practices regularly to achieve business goals.
- Implemented personal development programmes to enhance staff capabilities and satisfaction.
- Maintained up-to-date activity records for reliable reporting and analysis.

January 2016 to April 2018

**Front Desk Receptionist**  
**RAZA PATHOLOGICAL LAB, MULTAN**

- Performed administrative support tasks such as data entry, appointment scheduling and phone call screening.
- Assisted administrative staff with special projects using file management skills.
- Expertly handled complaints and recorded customer feedback to enhance guest experience.
- Transmitted digital and printed documents to customers by post or email.
- Processed and prepared documents, including memos, correspondence and travel vouchers.
- Greeted visitors upon arrival, verifying identity and booking details and issuing visitor passes.
- Answered and helped resolve enquiries from clients, vendors and general public.
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## CERTIFICATIONS

- Certified FIRST AID, CPR & AED INSTRUCTOR
- Certified in MEDICAL LABORATORY TECHNOLOGY
- Certificate Course in OFFICE ADMIN & RECEPTIONIST SKILLS
- Certificate Course in CUSTOMER SERVICE & RELATIONSHIP
- TEACHING & LEARNING ASSISTANT Certificate Examination

## LANGUAGES

**Urdu, Punjabi:**

Native language

**English:** C1

Advanced

**Arabic:** B2

Upper intermediate

## ACCOMPLISHMENTS

- Awarded BEST PERFECTOR OF THE YEAR for showing Good Attitude by Nishter Medical University Multan
- Rewarded with LAPTOP for excellent academic performance by Govt. Shahbaz Sharif Youth Programme