



ERUM NAZ

CONTACT



+971 55 642 4751



www.linkedin.com/in/erumnaz



erum.akram94@gmail.com



Al- Nahda, Dubai

EDUCATION

- **MBA- HR**

University of Karachi
2016-2017

- **BBA (Hons.)**

University of Karachi
2014-2016

SKILLS

- Microsoft Office Suite
- LMS by EDLAB
- ERP-DMS
- Excellent Communication skills
- Administrative skills
- Customer Service

LANGUAGE

- English
- Urdu

PROFESSIONAL SUMMARY

MBA graduate with 5+ years in HR administration, customer service, and virtual assistance. Skilled in streamlining processes, enhancing client relations, and leveraging remote work tools. Seeks roles in forward-thinking organizations valuing efficiency and growth.

WORK EXPERIENCE

HR Executive - Hyundai Boulevard

March 2023 - August 2023

- Develop and implement HR policies and procedures in accordance with company objectives and applicable laws and regulations.
- Manage recruitment activities, including creating job descriptions, sourcing candidates, conducting interviews, and onboarding new employees.
- Assist with employee relations issues, including conducting investigations and resolving conflicts.
- Administer employee benefits programs, including health insurance and leave programs.
- Assist with performance management activities, including creating and implementing performance improvement plans.

Customer Service Representative - Zephyre Pro (Part Time)

September 2022 - August 2023

- Handled 70+ daily inbound calls, addressing inquiries and resolving complaints,
- Managed live chat and responded to daily emails, ensuring increase in positive feedback.
- Served as a liaison between customers and product teams,
- Maintained customer accounts and collaborated on billing issues.
- Onboarded and trained new representatives; led bi-weekly knowledge-sharing sessions on product updates and best practices.

Customer Relations Officer - Nomads Adventure Services

June 2021- February 2023

- Cultivated strong customer relationships, ensuring heightened satisfaction and brand loyalty.
- Streamlined travel bookings with keen attention to detail and a customer-centric approach.
- Promptly resolved customer issues, maintaining a positive and professional demeanor.
- Collaborated on tailored travel itineraries, aligning with client preferences and budget constraints.
- Contributed to promotional initiatives, effectively boosting sales and attracting new clientele. .

HR and Admin Assistant -Greenshield Public School

March 2018 - May 2021

- Oversaw the hiring process: advertise vacancies, screen applications, conduct interviews, and onboard new employees.
- Assisted to identify training needs, organize training sessions, and ensure staff are updated with necessary skills and knowledge.
- Maintained accurate records of staff.
- Oversaw the maintenance, security, and cleanliness of school facilities
- Acted as communication bridge between management and stakeholders.