



# IRAM SHAHZADI

Administration | Admin

## Professional Career

A self-motivated, communicative team-player, with experience of working within challenging, service- driven environments, Communicative and provide customer service and operational support to, varying teams- of professionalism and operational efficiency. Goals oriented, management skills and exceptional ability to work in a fast-paced environment.

## Professional Experience

### Customer Service Representative - Innovation, Abu Dhabi, UAE June 2024–Current

1. Built focused new client networks, growing business opportunities and increasing revenue possibilities.
2. Working in multi-product (Personal Loan & Credit Cards).
3. Attaining sales targets from potential & new clients.
4. Maintain MSR and follow their cases with credit and card centre.
5. Follow all banking policies as determined by the board of directors or shareholders of the bank.

### Administration–ILI Properties, Dubai, UAE April 2024 – June 2024

1. Respond to customer queries and address them to relative persons.
2. Respond to daily email and calls.
3. Schedule daily meetings and plan the day.
4. Keep the record of employee attendance.
5. Great experience of customer management and customer service.

## Academic Background

- **Bachelors in Computer Science** - 2016-2020  
University Of Central Punjab, Lahore, Pakistan
- **Intermediate of commerce** – 2014-2016  
Bise, Gujranwala, Pakistan

## Personal Information

DOB: **5 January, 1997**  
Nationality: **Pakistani**  
Religion: **Islam**

## Reference

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## Contact Details

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## Communication & Technical Skills

- Microsoft office – Word, Excel, PowerPoint.
- Problem solving
- Administrative Management
- Operation Management
- Team Management

## Area of Expertise

- Customer Service
- Front Desk Officer
- Customer Relation Management
- Team management
- Business development
- Operation Management

## Languages

English (fluent)  
Hindi (fluent)  
Urdu (fluent)  
Punjabi (fluent)

## Certification

- MS Office
- Office Management
- Customer Service