

Contact

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Address

Al Raheem Gardens Phase 5,
Lahore, Pakistan

Education

• Masters in Business Administration

UET Lahore

2023 - 2024

• Bachelors in Business Administration

Comsats University Lahore

2019 - 2023

• FSC in Pre Medical

Concordia College Lahore

2016 - 2018

• Matriculation in Science

Govt. Higher Secondary School Lahore

2014 - 2016

Expertise

- MS Office
- Canva
- Power BI
- Customer Services
- Email Marketing
- Social Media Management
- Administration and Accounts

Awards and Achievements

- Certificate of Course, Fundamental of Digital Marketing by Google
- Certificate of Participation in ISSRC Volunteer as a fundraiser for Anmol Cancer Hospital
- Received full merit based scholarship in inter
- Received Laptop from Shabaz Shareef Youth Initiative

RIMSHA HAMID

ADMINISTRATOR / MANAGER

My objective is to work in a Dynamic and Growing environment where I can polish my skills and make me a better version of myself. I am a very motivated person having experience in different fields and positions which I will elaborate here. I want to join an organization for an objected oriented position, that gives me opportunity to show my skills and abilities.

Experience

Customer Relations Manager

May 2024 - Continued

Company Name | Etech Roots Private Limited

- Etech roots is an engineering firm providing Electrical, Fire and Gas Safety services in London, UK
- I aware the customers about the services, booked their appointments, take their payments and make your to send them the reports on time.
- I stay in contact with the customers, engineers and team members to ensure the smooth functioning of work

Assistant Manager Affiliates

February 2023 - April 2024

Company Name | GroundLink Worldwide

- I worked as an Assistant Manager Affiliates in GroundLink. My responsibilities here were to deal with the customers, Chauffeurs and team members through Call, Text Messages and Emails.
- GroundLink is a ground transportation company so we make reservations, dispatch them, follow up the rides, create accounts for customers and drivers.
- Other than that, I am also handling the social media pages, Create posts and flyers on Canva and also doing email marketing.
- I am also working as data collector to we can do email marketing to them.

Consultant and Admission Officer

December 2022 - March 2023

Company Name | True Talent UK

- True Talent is a UK based firm providing student visa for UK. I worked here as an admission officer and study Consultant.
- My responsibilities over there was to find out the students, provide the guidance and apply for their applications to International universities.

HR Internee

June 2022 - September 2022

Company Name | Shahkam Industries Pvt Ltd

- Shahkam Industries is an international garment manufacturers and exporters. I worked as an internee in their HR Department under the supervision of HR Manager.
- This internship was a part of my degree so my responsibilities here were to make my internship report, learn their HRIM system, learn how they deal with promotions and terminations, create accounts of new coming labours and other daily routine tasks.

Customer Services Executive

March 2020 - December 2021

Company Name | IBEX Global BPO

- IBEX Global is a BPO company integrated with multiple international companies. I worked here as Customer Support Executive in Jazz 111 Campaign.
- My duties over here were to handle the clients and solve their queries.
- I took calls, listen to their queries, try to solve it during the call and then sent them the confirmation message.

Languages

- Urdu
- English
- Hindi

Interests

- Reading Novels
- Poetry
- Sketching
- Calligraphy
- Science Fiction Movies
- Travelling