

# Maria Mukhtar

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## WORK EXPERIENCE

01/2019 – 11/2019

### Program Officer Racines School system

- **Staff Development:** Facilitated growth and professional development of office staff.
- **Project Management:** Led and managed various projects from initiation to completion.
- **Activity Implementation and Management:** Oversaw daily office activities and directed staff workloads.
- **Team Support:** Provided assistance and guidance to team members as needed.
- **Admissions Point of Contact:** Acted as the primary contact for admissions queries.
- **Recruitment Strategy Implementation:** Guided admissions processes and decisions in line with the School's recruitment strategy.
- **System Development:** Developed efficient systems for timely processing of applications.
- **Applicant Communication:** Kept applicants informed of their application progress to reduce the risk of losing applicants to competitor institutions.
- **Record Maintenance:** Maintained, updated, and archived student files, handbooks, and records regularly.

07/2018 – 12/2018

### Computer Science Lecturer– PEF University college

- **Courses Taught:** Delivered lectures for Diploma in Information Technology (DIT) and Bachelor of Business Administration (BBA) programs.
- **Passion for Teaching:** Demonstrated genuine enthusiasm and passion for teaching Computer Science.
- **Engaging Lessons:** Implemented stimulating lessons to capture students' attention and interest.
- **Student Development:** Fostered a passion for Computer Science and Technology among students.

03/2016 – 06/2018 -

### Technical Support Engineer - Veevo Tech

- **Customer Interaction:** Managed a high volume of incoming calls, identifying and assessing customers' needs to ensure satisfaction.
- **Information Provision:** Delivered accurate, valid, and complete information using appropriate methods and tools.
- **Complaint Resolution:** Handled complaints, provided appropriate solutions and alternatives within time limits, and followed up to ensure resolution.
- **Record Keeping:** Maintained records of customer interactions, processed customer accounts, and filed documents.
- **Customer Engagement:** Went the extra mile to engage with customers, providing information about products and services.
- **Returns and Complaints Handling:** Managed returns and recorded details of customer contacts and actions taken.

## EDUCATION AND TRAINING

2011 – 2015

### Bachelor of Sciences in Software Engineering- Abasyn University Peshawar, Pakistan

#### Courses:

- Digital Marketing (in progress)
- Google Ads for beginners
- Organization Behavior,
- Information Systems,

## SKILLS

- **Graphics Designing** Adobe Photoshop, Adobe illustrator
- **Web Front-end:** Bootstrap, JavaScript, JQuery, CSS / CSS3, HTML / HTML5

- **Web Back-end:** PHP, Code Igniter(Framework), VB.net
- **Web CMS:** Joomla, WordPress
- **Database Management :** MySQL , SQL server, oracle
- **Computer programing:** C, C++, OOP
- **Ms Office:** Excel, Word