

Fatima Naeem

I can work independently using my own initiative or as part of a team.

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📍 Lahore

EDUCATION

Masters in Business Administration

University of Punjab

2019 - 2021

- Innovation & Management

Lahore

Bachelor in Business Administration

University of Engineering & Technology

2012 - 2016

- Human Resource & Management

Lahore

Intermediate (I.COM)

Board of Intermediate & Secondary Education

2009 - 2010

- Commerce

Lahore

WORK EXPERIENCE

Contact Centre Agent

IDP Education Pakistan

08/2022 - Present

- Providing on call counselling for study abroad
- Managed inbound & outbound calls
- Verification of Student data
- Booked Appointments
- Comply with security policies

Lahore

Job Counselor

Centre for Economics Research in Pakistan

09/2021 - 01/2021

- Identifying responses, answering questions and providing relevant responses to issues
- Managed inbound & outbound calls
- Enter, updated and verified data using multiple forms
- Comply with data integrity and security policies

Lahore

Coordinator

KICS UET

07/2018 - 03/2021

- Documentation for Pre & Post Books of International Events
- Arrange Meetings in Department for Events Related Management
- Preparation of Meeting Minutes
- Coordination & Collaboration with Teams, Departments and National & International Faculty Members
- Preparation of Statistical Data Sheets
- Content Writing for Websites

Lahore

SKILLS

Microsoft Office (Office, PowerPoint, Excel)

SPSS (Statistical Package for the Social Sciences)

EasyChair

EDAS (Editor's Assistant)

PROJECTS

TECHNOLOGY DEVELOPMENT FUND (TDF)

- Managed IEP-Annual Meeting 2018
- Managed IEEE-International Conference on Open Source System & Technologies 18-19
- Managed IEEE-International Conference on Energy conservation & Efficiency 18-19

CERTIFICATES

Certificate of Winning Idea Exhibition (2015)

IB&M UET, LAHORE

Certificate Awarded for Event Management (2016)

IB&M UET, LAHORE

Certificate of Managing ICOSST (2018 - 2019)

KICS UET, LAHORE

Certificate of Managing ICECE (2018 - 2019)

KICS UET, LAHORE

Certificate of Managing IEP-Annual Meeting (2018)

UET, LAHORE

Certificate of Managing National Workshop On Energy Efficiency & Conservation (2019)

With Collaboration KICS CERAD UET & PEECA

LANGUAGES

English



Urdu



INTERESTS

Reading Books

Painting

REFERENCES

References will be provided on demand.