

M Waqar Qureshi

H No-ZB 233 mohalla Gulshan Data Dhoke Hussu, Rawalpindi.

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Objective:

To secure a position as a Hard worker with a focus on exceptional customer service and efficient customer handling, where I can utilize my strong interpersonal skills, attention to detail, and ability to thrive in a fast-paced environment. I aim to contribute to the smooth operation of the organization while providing a positive and friendly experience for customers.

Experience

Event Coordinator

Jan 2020 to Apr 2023

Marry Gold DHA-2 Rwp

Worked with Marry Gold Banquet/Marque Hall as event coordinator

Role & Responsibilities

- **Event Planning:** responsible for planning and organizing weddings and other events taking place in the wedding hall.
- **Venue Setup and Decoration:** decoration of the wedding hall according to the client's specifications. This includes arranging seating arrangements, stage setup, lighting, floral arrangements, and any other decor elements.
- **Vendor Management:** various vendors and suppliers, such as caterers, florists, photographers, DJs, and other service providers. It will be your responsibility to communicate the client's requirements, negotiate contracts, and ensure timely delivery of services.
- **Budget Management:** Plan charge of creating and managing event budgets. This involves estimating costs for different aspects of the event, tracking expenses, and making sure the event stays within the allocated budget.
- **Coordination and Communication:** Effective communication and coordination are essential as an Event Officer. You will be the main point of contact for the clients, vendors, and the internal team.
- **On-site Event Management:** During the event, you will oversee all the arrangements and manage the event on-site. This includes coordinating with the operations team, ensuring timely setup and execution of the event plan, troubleshooting any issues that may arise, and ensuring a smooth and enjoyable experience for the clients and their guests.
- **Customer Service:** Providing excellent customer service is paramount.

Computer Operator/CSR

Sep 2017 to Apr 2019

Roshan Enterprises

Worked with Roshan Enterprises as Computer Operator and a Customer Service Representative (CSR) in an enterprise here is a general overview of their responsibilities:

Role & Responsibilities

- System Monitoring: Monitor computer systems, networks, and servers to ensure smooth operation and identify any issues or anomalies.
- Data Management: Manage and maintain data storage systems, including backups, archives, and data retrieval. Ensure data integrity and security, and perform data transfers or conversions as required.
- Documentation: Maintain accurate records and documentation related to system operations, incidents, and procedures. This includes creating and updating standard operating procedures (SOPs) and troubleshooting guides.
- Customer Support: Provide support and assistance to customers, Address inquiries, resolve problems, and provide guidance on products or services offered by the enterprise.
- Issue Resolution: Listen to customer concerns, gather relevant information, and take appropriate steps to resolve issues..
- Product Knowledge: Develop in-depth knowledge about the enterprise's products or services to effectively address customer inquiries. Stay updated with product updates, features, and policies.
- Order Processing: Process customer orders, including order entry, verification, and fulfillment. Ensure accuracy in order details, delivery status, and provide order-related updates to customers.
- Record Keeping: Maintain accurate and detailed customer records, including interactions, inquiries, and complaints. Use customer relationship management (CRM) systems or other tools to track customer interactions.
- Customer Feedback: Actively seek customer feedback and suggestions to identify areas for improvement in products, services, or processes

Education

- Intermediate in Commerce & accounts (Icom) from FBISE
- Matric from RBISE

Skills

- Computer Basic IT course
- Internet Browsing
- MS office, Software Handling
- English Language Course from NUML
- Self-Motivated and Hardworking
- Ability to work under Pressure
- Team Player

Reference Provide on Request