

Gul Naz

Address: House # 66, Street 36, F-6/1, Islamabad

Cell: +92-333-9272784

Email: gullnazkhan2020@gmail.com

Objective

To be a part of an organization that will give me the opportunity to utilize my interest and abilities with my excellent performance to any given test according to the knowledge.

Career Summary

With a background in Information Technology and degrees in Gender and Women Studies and Human Resource Management, I bring nearly nine years of diverse experience in Administration, Finance, and Customer Care. I've worked with national organizations and international NGOs, showcasing my expertise and commitment in these fields.

Professional Experience

Call Center Agent

UN-IOM Islamabad

Medical health Division Islamabad

25 November 2021 Till 31 December 2023:

- Provide detailed information to migrants and refugees about health assessment procedures and requirements over the phone and email.
- Receive daily calls from applicants planning to visit the UK, Canada, Australia, and New Zealand.
- Efficiently schedule medical appointments, catering to the specific requirements of each applicant in accordance with established procedures and guidelines.
- Accurately register migrants in the IOM database, ensuring all necessary information is captured.
- Maintain the database with up-to-date and accurate migrant information.
- Coordinate with medical health assessment centers in Islamabad, Lahore, Karachi, and Mirpur Azad Kashmir about the slots management.
- Serve as the primary point of contact between medical staff, migrants, and refugees.
- Relay messages, inquiries, and updates promptly and accurately.
- Maintain a professional and compassionate demeanor when interacting with applicants.
- Prepare and maintain master lists of migrants and refugees scheduled for health assessment processing and distribute these lists to relevant medical health centers to process the schedule appointments.
- Maintain daily statistics related to health assessments, including the number of appointments scheduled, completed assessments, and the appointments missed by the applicants.
- Update records in a systematic manner to ensure data accuracy.
- Implement improvements based on feedback to enhance the quality of service.

Admin and Finance Assistant
UN-IOM, Pakistan Transition Initiatives (PTI Project), Peshawar
18 March 2013 to 30 June 2019:

FINANCE:

- Monitored and controlled assets, reserves, funds, supplies, etc., ensuring compliance with IOM regulations.
- Provided support in accounting, budgeting, and financial-related matters, offering guidance to team members.
- Assisted in the preparation of annual budget submissions and revisions, estimating staff costs, rental/utilities, office equipment, supplies, printing, and other expenses.
- Extracted and inputted data into financial systems for the preparation of annual and project budgets, facilitating monthly budget monitoring and financial reporting.
- Reviewed all types of payments, ensuring proper authorization and validating supporting documents.
- Conducted claim verifications against documentation to ensure authorized purchases/services were completed.
- Coordinated settlements of travel expense claims for all staff members, ensuring accuracy and completeness of claims and supporting documents.
- Provided assistance in staff services such as travel coordination, expense claims, and document retrieval.
- Assisted in the preparation of budget, accounting, financial, and statistical reports, meeting organizational requirements.
- Maintained a tracker/database for e-filing, ensuring systematic completion of posted payments and accounting documents.
- Responsible for the management of office petty cash, maintaining accuracy and adherence to established standards.
- Performed additional duties as assigned from time to time, showcasing flexibility and adaptability.

PROCUREMENT:

- Supported National Procurement & Logistic Officer in preparing and conducting Requests for Quotations, Purchase Requisitions, and Evaluation Form Summaries.
- Managed the receipt of quotations, bids, or proposals, ensuring compliance with IOM rules and regulations.
- Coordinated closely with end users to create accurate specifications, terms of reference, or scope of work, providing necessary recommendations.
- Verified that all purchases were reviewed and approved in line with Purchase Authorization.
- Assisted in following up with vendors on requisition and purchase order statuses, both in Matrix and in coordination with National Procurement & Logistic Officer.
- Coordinated with requestors and suppliers/service providers for timely delivery of ordered goods and services.
- Maintained a proper filing system for procurement documentation.
- Informed requesting staff of estimated delivery times or any changes affecting predetermined delivery schedules and conditions.
- Ensured all purchases were processed, regularly checking requisitions and purchase orders for updates or cancellations.
- Gathered and maintained Vendor Information Sheets.
- Participated in staff development and training processes as requested by the supervisor.
- Acted with integrity and professionalism in accordance with IOM's Code of Conduct.
- Undertook other duties as assigned, commensurate with the position.

HUMAN RESOURCE:

- Informed the Security unit for security clearance of selected candidates and notified the head office about the joining of new staff members.
- Assisted newly-arrived local staff with administrative formalities related to their accreditations, security passes, and submission of required forms.
- Collected and filed all original documents of employees for record purposes.
- Advised HR department and staff on HR policies, procedures, and initiatives.
- Provided orientation to selected candidates about HR policies.
- Advised staff members on their rights, obligations, benefits, and entitlements.
- Responded to staff queries related to HR, contracts, salary, tax certificates, benefits, leaves, TA-DAs, etc.
- Gave contracts to locally recruited/hired staff and ensured proper documentation.

ADMINISTRATION:

- Updated and maintained all Google Docs, Spreadsheets, and Staff-related records in the database on a daily basis.
- Maintained consolidated staff data, including emails, home addresses, CNIC numbers, health card numbers, employee card numbers, and contacts.
- Processed and maintained complete records of medical claims and leave requests.
- Maintained employee's personal files and updated them accordingly.
- Processed travel expense claims in accordance with organization rules and policies.
- Provided travel assistance to staff for travel arrangements and entitlements.
- Assisted staff in arranging travel in coordination with the logistics section.
- Assigned vehicles and drivers for official travels.
- Ensured proper filing system for travel authorization forms and verified invoices received from hotels/guest houses.
- Raised purchase requisitions for fuel and kept records.
- Took necessary approvals from the Program Manager for generator fuel.
- Produced monthly fuel consumption reports and submitted purchase requisitions against invoices received.
- Assisted locally recruited staff about medical insurance plans and policies.
- Provided administrative support to staff in case of medical emergencies.
- Maintained daily tracking of medical records for staff and families.
- Checked and processed medical claims with required documents before submitting to Head Office.

Database Entry Operator**Agency for Technical Cooperation & Development (ACTED), Peshawar****12 November 2012 to 15 March 2013**

- Executed tasks as outlined in the Terms of References in accordance with ACTED's internal policies, demonstrating independence and competence.
- Developed comprehensive distribution sheets for program teams, ensuring accurate representation of project data.
- Regularly gathered data collected by AMEU Monitors and distribution sheets, maintaining a consistent and up-to-date database.
- Ensured the accurate and timely entry of data into the database, demonstrating a high level of attention to detail.
- Implemented proper filing procedures for data to ensure easy retrieval and maintain data integrity.
- Worked in alignment with priorities set by the AMEU Coordinator and Senior Database Operator, adapting to changing requirements and project needs.
- Reported progress of data entry and highlighted any outstanding inaccuracies or discrepancies to the Database Operator at frequent and regular intervals.

OFFICE COORDINATOR

STEPNEX SERVICES PVT LTD, Peshawar

11 September 2012 to 10 November 2012

- Oversaw day-to-day administrative tasks, including office repair and maintenance.
- Ensured the smooth functioning of office operations.
- Maintained and organized all relevant files and account books.
- Executed efficient bookkeeping practices to keep financial records up-to-date.
- Prepared and maintained all bills, receipts, and vouchers.
- Managed petty cash, ensuring accuracy and accountability in financial transactions.
- Took charge of office stationery management, ensuring availability and distribution as needed.
- Maintained meticulous records of staff attendance and leave to facilitate HR processes.
- Assisted the Manager Finance and Admin in various tasks to contribute to the overall efficiency of the department.

Customer Relationship Officer

TRUST INVESTMENT BANK LTD, Peshawar

04 June 2007 to 10 September 2009

- Conducting and overseeing day-to-day financial activities, including cash transactions.
- Preparing vouchers and accurately documenting all financial transactions.
- Preparing daily statements to provide a comprehensive overview of financial activities.
- Conducting daily and monthly reconciliation of cash to ensure accuracy and compliance.
- Issuing payments for bills and promptly stamping them as paid during the payment process.
- Responsible for the management and updating of petty cash on a daily basis.
- Overseeing all financial and banking matters, ensuring compliance with relevant regulations.
- Managing correspondence related to financial transactions and banking activities.
- Maintaining meticulous records manually and electronically for correspondence files.
- Managing and updating various registers, including cash register, cheque register, petty cash register, and more.
- Issuing advances for expenditures and maintaining a detailed record of all issued advances.
- Keeping track of correspondence registers to ensure accuracy and compliance.
- Managing and updating records of employee leaves, ensuring accuracy and compliance with company policies.
- Conducting follow-ups on all advances issued for expenditure.

Education

Post Graduate Diploma in HRM (2018-19)

- Allama Iqbal Open University, (AIOU), Islamabad

MS. Gender and Women Studies (2014-2017)

- Allama Iqbal Open University, (AIOU), Islamabad

BS Information Technology (2002-2006) .

- CECOS University of IT & Emerging Sciences (CGPA 3.5)

Board of Intermediate and Secondary Education Peshawar (2000-2001)

- Intermediate

Board of Intermediate and Secondary Education Peshawar (1999)

- Matriculation

Trainings/ Certificates

- Procurement & Logistic Training
- Admin/Finance/HR & Logistic Procurement Training
- PSAIT
- Fire Awareness Training
- Women Awareness Training
- Google Docs
- First Aid Training
- Presentation of Sexual Exploitation and Abuse (UN-IOM)
- Data Protection Principles (UN-IOM)
- Information Certified Security Awareness (UN-IOM)
- Ethics and Conduct at UN-IOM
- Unconscious Bias Training Module (UN-IOM)
- BSAFE UN-IOM
- I Know Gender UN-IOM
- I Know Gender – Gender Equality and Migration UN-IOM

Further Skills

- Good communication skills and interpersonal skills
- Have a good moral characters
- Have the ability to work under pressure

Languages:

ENGLISH, URDU, AND PHASTO

References:

- References will be provided upon request