

KHIZER KHAN

Administrative Assistant



CAREER OBJECTIVE:

As an experienced Admin Officer, I have a strong understanding of office administration procedures and the ability to work independently or as part of a team. I have excellent communication and interpersonal skills, which enable me to effectively interact with colleagues, clients, and stakeholders at all levels. I am a highly organized and detail-oriented professional with a strong work ethic and a commitment to excellence.

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Nationality: Pakistani

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PROFESSIONAL EXPERIENCES:

✓ ADMIN OFFICER-PEARL Institute of Management & IT. APRIL, 2017 – Present

I have been associated with PEARL Institute, a leading IT institute in Quetta serving the community since 1999. Their vocational training programs in IT provide hands-on experience and practical skills to empower the youth of Baluchistan in areas such as programming, web development, and networking.

Responsibilities:

- Managing and coordinating administrative activities such as admissions, registration, student records, and correspondence.
- Supervising and training support staff such as clerks, receptionists, and janitorial staff.
- Managing budgets and financial resources for administrative operations.
- Maintaining accurate and up-to-date records and reports.
- Maintain hard and soft records of the data received from the field on monthly basis
- Record and report the data correctly and completely on the prescribed formats and online MIS and submit timely to the Data Management Officer/ as guided.
- Work closely with Data Management Officer to generate monthly and quarterly reports from the database/MIS

Achievements:

- Streamlined administrative procedures, resulting in a significant reduction in processing time and cost.
- Successfully coordinated and executed large-scale events such as graduation ceremonies, student orientations, and workshops.
- Received commendations from the management for outstanding performance in managing budgets and financial resources.

✓ PROJECT/INDUSTRIAL COORDINATOR-PEARL Institute of Management & IT.

While working as an admin officer at Pearl Institute Quetta, I was entrusted with various projects as a project and industrial coordinator. These programs were conducted in collaboration with NAVTTC and GIZ, aimed at providing vocational training to students in different fields of study.

Responsibilities:

- Coordinating with partner organizations, trainers, and industry experts to design and deliver training programs that meet industry needs.
- Identifying and selecting appropriate training methods and materials, ensuring compliance with NAVTTC and GIZ standards and guidelines.
- Managing and supervising project activities, including procurement, logistics, and training delivery.
- Jointly with RCs and DMO, cross checking and validate the district wise data
- Review the supporting documents in hard and soft on monthly and quarterly basis in close coordination with DMO and RCs

Achievements:

- Successfully completed the assigned projects under NAVTTC and GIZ, resulting in improved vocational training opportunities for students.
- Developed and implemented innovative training programs in collaboration with industry experts, resulting in increased participation and satisfaction from trainees.
- Received recognition from the management for outstanding performance in project management, including meeting project deadlines, achieving project objectives, and providing high-quality reports.

✓ **CUSTOMER SERVICE REPRESENTATIVE.**

APRIL, 2014 – December, 2016

During my time working in Cape Town and East London, South Africa, I gained three years of experience as a customer service representative in a superstore and a cell phone shop. I interacted with a large number of customers and my duties included welcoming and assisting them, addressing any questions or complaints they had, managing transactions, overseeing inventory, working collaboratively with colleagues, and ensuring adherence to company policies and procedures.

Responsibilities:

- Handling customer inquiries and resolving complaints in a timely and satisfactory manner.
- Providing product and service information to customers, and suggesting appropriate solutions.
- Operating the cash register, handling payments, and ensuring accurate transaction processing.

Achievements:

- Successfully achieved and exceeded sales targets by providing excellent customer service, building rapport, and effectively communicating the benefits of products to customers.
- Demonstrated exceptional problem-solving skills, resolving complex customer issues and complaints in a timely and satisfactory manner.
- Contributed to a positive and collaborative team culture by actively participating in team meetings, training sessions, and sharing knowledge and best practices with colleagues.

EDUCATIONAL CREDENTIALS:

DEGREE/CERTIFICATION	UNIVERSITY/INSTITUTE	YEAR	GRADE
MA-Masters in International Relations	University of Baluchistan	2024	Awaiting Result
DIGITAL LITERACY	Digi Skills Training Program	2022	A
Digital Impact Training	OTERMANS Institute	2020-21	A

HOBBIES & INTERESTS:

- Enjoy walking, watching movies and documentaries, and raising hens and hatching chicks. Active and healthy lifestyle, interest in learning and exploring, and responsible, patient, and nurturing nature.