



## RABIA KHAN

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### ABOUT ME

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Dedicated professional with six years of versatile experience in receptionist and registration officer roles, coupled with a proven track record as a senior teacher. Proficient in fostering positive client relationships, ensuring smooth administrative operations, and delivering impactful educational experiences. Committed to excellence, adaptability, and continuous growth in both administrative and educational spheres.

### WORK EXPERIENCE

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#### Receptionist and Registration Officer

**ALAHMED ISLAMIC UNIVERSITY QUETTA** [ 01/03/2020 – 02/2024 ]

City: Quetta

**The main responsibilities of a receptionist and registration officer at Alahmed Islamic University (or any similar institution) typically include:**

#### 1. Reception Duties

- Greeting visitors, students, and staff in a courteous and professional manner.
- Answering phone calls, taking messages, and transferring calls to appropriate individuals or departments.
- Handling inquiries from students, faculty, and the public, providing information about university programs, services, and policies.
- Managing incoming and outgoing mail and packages.

#### 2. Registration and Enrollment

- Assisting students with the registration process for courses, ensuring all necessary paperwork is completed accurately and on time.
- Maintaining student records and databases, including personal information, academic transcripts, and enrollment status.
- Processing course add/drop requests and resolving registration-related issues.
- Collaborating with academic advisors and faculty to ensure students meet program requirements and prerequisites.

#### 3. Administrative Support

- Providing administrative support to various university departments, such as scheduling appointments, arranging meetings, and preparing agendas.
- Assisting with the coordination of university events, workshops, and conferences.
- Managing office supplies, equipment, and inventory.

#### 4. Financial Transactions

- Collecting fees, tuition payments, and other financial transactions from students and ensuring accurate record-keeping.
- Assisting with financial aid applications and scholarship disbursements.
- Reconciling financial records and preparing reports as needed.

## 5. Information Management

- Maintaining confidentiality and security of sensitive information, such as student records and financial data.
- Updating and maintaining the university's website, social media accounts, and online portals with relevant information and announcements.
- Compiling and distributing information packets, brochures, and other promotional materials.

## 6. Problem Resolution

- Addressing student concerns and complaints in a timely and professional manner, escalating issues to appropriate university personnel when necessary.
- Collaborating with other university departments to resolve administrative and logistical issues impacting students and staff.

## 7. Adherence to Policies and Regulations

- Ensuring compliance with university policies, procedures, and regulations related to student enrollment, records management, and administrative operations.
- Staying informed about updates and changes to university policies and communicating these changes to relevant stakeholders.

Overall, the receptionist and registration officer plays a crucial role in providing efficient and effective administrative support to students, faculty, and staff while upholding the standards and values of Alahmed Islamic University.

## Senior Teacher

**PROFESSOR SCHOOL & COLLEGE QUETTA** [ 01/03/2017 – 30/12/2019 ]

City: Quetta

### The main responsibilities of a senior teacher at a professor school or college typically include:

1. Teaching: Senior teachers are responsible for delivering high-quality instruction in their subject area. This involves preparing lesson plans, delivering lectures, leading discussions, and assessing student learning.
2. Curriculum development: Senior teachers may be involved in developing or updating the curriculum for their subject area. This could include designing new courses, revising existing ones, and ensuring alignment with educational standards and goals.
3. Mentorship: Senior teachers often serve as mentors to junior faculty members, graduate students, or teaching assistants. They may provide guidance on teaching strategies, course design, research projects, and professional development opportunities.
4. Research and scholarship: While not always a primary focus, senior teachers at professor schools and colleges may engage in scholarly activities such as conducting research, publishing papers, and presenting at conferences. This helps to contribute to the academic community and keep their knowledge up-to-date.
5. Administration: Senior teachers may take on administrative roles within their department or institution, such as serving on committees, participating in academic planning, or coordinating special programs or events.
6. Student support: Senior teachers often provide academic advising and support to students, helping them navigate their academic programs, select courses, and plan their career paths. They may also serve as mentors or advocates for students facing challenges or in need of additional assistance.
7. Professional development: Senior teachers are expected to continue developing their own skills and knowledge through ongoing professional development activities. This could include attending conferences, workshops, or seminars, as well as pursuing advanced degrees or certifications related to their field.

## EDUCATION AND TRAINING

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### Matriculation

**BBISE** [ 01/02/2007 – 30/12/2008 ]

City: Quetta

**Field(s) of study:** Natural sciences, mathematics and statistics

Science  
Mathematics

### **FSC**

**BBISE** [ 01/02/2009 – 30/12/2010 ]

**City:** Quetta

**Field(s) of study:** Science

- Biology
- Chemistry
- Physics
- English

### **B.com**

**University Of Balochistan** [ 01/03/2013 – 30/12/2014 ]

**Field(s) of study:** Commerce

- Accounting
- Finance
- Business law
- Communications
- Management

### **M.com**

**University Of Balochistan** [ 01/03/2015 – 30/12/2016 ]

- Advance Accounting
- Management Science
- Communications
- Banking and Finance
- Computer Orientation

### **B.ED**

**University Of Balochistan** [ 01/03/2014 – 30/12/2015 ]

**City:** Quetta

- Philosophical Sociological Foundations of Education
- Educational Psychology
- Guidance & Counselling
- Educational Measurement and Evaluation
- Educational Administration & Management

### **M.ED**

**University of Balochistan** [ 01/03/2017 – 30/12/2018 ]

**City:** Quetta

- Philosophical Sociological Foundations of Education
- Educational Psychology
- Guidance & Counselling
- Educational Measurement and Evaluation
- Educational Administration & Management

## **LANGUAGE SKILLS**

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Mother tongue(s): **Pashto**

## Other language(s):

### Urdu

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

### English

LISTENING C2 READING C1 WRITING C1

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## DIGITAL SKILLS

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Microsoft Powerpoint / Microsoft Office / Microsoft Excel / Microsoft Word / Organizational and planning skills / Good listener and communicator / Written and Verbal skills / Analytical skills / Team-work oriented / Decision-making / Strategic Planning / Presenting / Data analysis / Critical thinking / Research and analytical skills / Detail-Oriented / Responsibility

## MANAGEMENT AND LEADERSHIP SKILLS

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### SCHOOL COLLEGE & UNIVERSITY

**Proven Management and Leadership Skills:** With over 5 years of experience in roles such as receptionist, registration officer, and senior teacher, I have honed my ability to effectively manage and lead teams. Through my tenure, I've demonstrated adeptness in coordinating office operations, supervising staff, and implementing strategic initiatives to drive organizational success. My capacity to inspire and motivate colleagues, coupled with a strong commitment to fostering a collaborative work environment, underscores my capability in leadership roles.

## ORGANISATIONAL SKILLS

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### SCHOOL COLLEGE & UNIVERSITY

**Organizational Skills:** Demonstrated ability to effectively manage administrative tasks, maintain organized records, and coordinate schedules in fast-paced environments.

**Time Management:** Proficient in prioritizing tasks and meeting deadlines efficiently to maximize productivity.

**Communication:** Excellent verbal and written communication skills, enabling clear and concise interaction with colleagues, students, and clients.

**Attention to Detail:** Meticulous in maintaining accuracy and precision in all tasks, ensuring quality outcomes and customer satisfaction.

**Team Collaboration:** Collaborative team player with experience working across diverse teams and departments to achieve common goals.

## COMMUNICATION AND INTERPERSONAL SKILLS

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### ALAHMED ISLAMIC UNIVERSITY QUETTA

With over 5 years of experience in roles such as receptionist, registration officer, and senior teacher, I have honed exceptional communication and interpersonal skills. As a receptionist and registration officer, I adeptly interacted with a diverse range of clients, ensuring their needs were met efficiently and professionally. Additionally, my tenure as a senior teacher required effective communication with students, colleagues, and parents to foster a conducive learning environment and facilitate constructive relationships within the educational community.

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