

## CONTACT ME

0335-0450400

shafaq.gulzar20@gmail.com

Postal Colony Block No. 17-J,  
Street No. 23, Sector G-8/4  
Islamabad

## EDUCATION

### International Islamic University Islamabad

Bachelor of Statistics  
2017 - 2021

### IMCG (P.G) F-7/2 Islamabad

Intermediate  
2015 - 2017

### IMSG F-7/2 Islamabad

Matric  
2013 - 2015

## CERTIFICATES

- SPSS Training
- Art Competition

## SKILLS

- System Handling
- MS Office
- SPSS Software
- R Software
- Communication Skills
- Work in team
- Responsible
- Organized
- Multitasking

# SHAFIQ GULZAR

## ABOUT ME

To receive the opportunity to work within a progressive corporation in order to gain the professional skills and experience necessary to conduct business and customer relations, and eventually benefit the productivity and growth of rising company.

## WORK EXPERIENCE

### Khazana Enterprise Ltd

Dec 2022 - Aug 2023

Customer Service Representative

Pakistan Bureau of Statistics conducted Pakistan's First-Ever Digital Census Project. This project was completed with the collaboration of NTC and Khazana Enterprises.

- Answered incoming calls providing frontline customer support.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Escalated public concerns and fielded customer issues, complaints queries, and requirements to supervisors for immediate problem resolution.
- Made outbound calls to cross verification of data

### Max Health Hospital

Dec 2021 - Jan 2023

Front Desk Officer

During work period involved in:

- Provide customer service excellence by answering questions, and resolving issues.
- Scheduled appointments and maintained and updated appointment calendars.
- Handled payment processing and provided customers with receipts and proper bills and changes.
- Prepared daily shift close reports and balanced cash register or sheet to accurately reflect transactions.

### Pakistan Bureau of Statistics

Oct 2020- Dec 2020

Internship

During the work period involved in:

- Primary data cleaning, recording, and compiling
- Primary and Secondary data analysis
- Trained on SPSS through intensive 5 days of training

## REFERENCES

References are available upon request.