



ZAINAB RIZWAN

Experience

Beaconhouse School System Officer Parent Relations

Mar 22 – Present

- Responsible for addressing queries of current/future students or parents
- Managing the admission process and acting in the image of the organization as the first point of contact with the objective of providing a high level of customer service and customer relationship building within the limitations of the school operations manual, company policies, and directives of the senior management
- Liaise for gathering reports on student count for enrolment, admission tests / results feedback & coordinating parent' s queries and complaints related to academics, etc.
- Communicate for helping in applying for admissions and resolving queries, etc.



AL MAJAZ 2, SHARJAH



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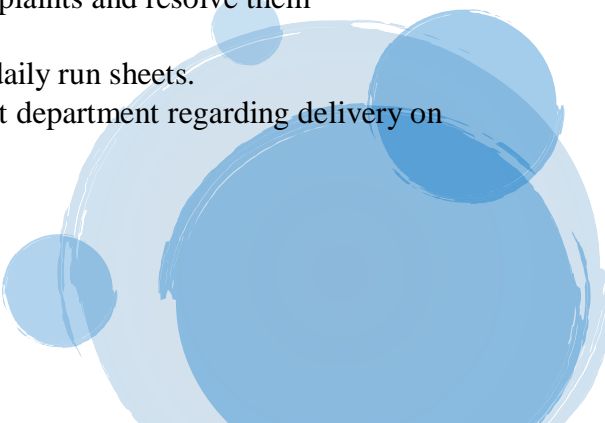


zainab.rizwan03@gmail.com

Century Express Courier Company:

Customer Service Representation

Nov 19 – Apr 20

- Prepared daily reports for our clients.
 - Monitored pending shipments.
 - Sent daily delivery reports to customers.
 - Communicated with customers regarding their pending shipments.
 - Handled customer complaints and resolve them immediately.
 - Prepared and updated daily run sheets.
 - Dealt with the shipment department regarding delivery on time.
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Engro Fertilizer (Internship)

**Compliance and Legal Officer
18**

Apr 18 – Jun

- Data handling
- Data verification
- Auditing processes and practices and documents,
- Data Evaluation, Reporting.

Telogix PVT.LTD (Internship):

Aug 18 – Oct 18

- Learned all the market activities such as sales, promotions,
- Involved in Advertisement, content creation, customer retention, value
- Addition and target-based marketing

Education

- Master' s in Supply Chain from Iqra University (in-progress)
- Bachelor' s Business Administration from Iqra University (2018)
- Intermediate in commerce From Khatoon e Pakistan (2013)
- Matriculation in science (2011)

Professional Certifications:

- Multimedia Courses, San Mateo Community Colleges, CA – 2012
- Received certification of Merit for outstanding performance in the field of curricular activity.
- Attended and received certificates from Special Civil Protect/Civil Defense/First Aid/Home Nursing Course.
- Received certificates for participating in Leader' s Expo biggest youth leadership conference in Asia

References

[Available upon request.]

