



HENA AFZAL BMC, MSc. IT, MPhil
+966 56 858 3434 | henaafzal19@gmail.com

Career Aspirations

Willingness to put in efforts above and beyond the minimum. Committed for a long-term association with dedication and loyalty. Highly value challenging and performance-contingent goals that align with the company's strategic objectives.

Executive Summary

I am a professionally qualified and enthusiastic project administrator with good time management skills. Over the years I have perfected and have developed excellent planning and organizational capabilities. I can work independently or as a part of a big team. I am able to work well under pressure and under adverse to strict deadlines. I am a bi-linguist with good communication skills. I am well versed in managing budgets, cost savings and risk management. Also, skilled in multi-tasking and effective business case presentations. I have managed budgets, with the optimal allocation of spending and cost effectiveness. Have developed methods to manage costs for big savings. Well-oriented with multimedia journalism, having knowledge of investigative reporting. Expert in interviewing, reporting and fact findings. By nature, pro-active through analytical, and result oriented leadership qualities. And it is very much reflected in every role that I have held to date.

Areas of Specialism Include

- Information Technology and Management – Excellent reporting skills, delivers end-to-end business fact-checking process to self-editing through excellent knowledge of social media.
- Office Administration & Customer Loyalty & Service – Manages projects ranging from quality and customer experience upgrades, by focusing on interview and research skills to foster loyalty and lasting customer relationships.
- Quality, Reporting & Performance – Emphasis on quality corporate communication, whilst reporting on the core performances.

Information Technology Skills

Strong competence in IT and capable of working on the following systems and programs:

- Microsoft Technologies: Visual Studio, Windows 7/8/10, and Microsoft Office 2007/2010/2013/2016
- Development: HTML5, CSS3, PHP, OOP, JavaScript, and Dev-CPP.
- Graphics: Adobe Photoshop, Adobe Illustrator, Adobe Lightroom, and CorelDraw.
- CADD Software: AutoCAD.
- Database Tool: SQLyog.

Work Experience

- **Executive Assistant (Nov. '20 – Present)**

- **Dolf Technologies, Al Khobar, Saudi Arabia**

- Roles and Responsibilities:

- Conserves executive's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; and initiating telecommunications.
- Performing day-to-day administrative tasks.
- Maintains executive's appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel.
- Prepares reports by collecting and analyzing information.
- Maintains customer confidence and protects operations by keeping information confidential.
- Completes projects by assigning work to clerical staff and following up on results.
- Provides historical reference by developing and utilizing filing and retrieval systems and recording meeting discussions.
- Contributes to team effort by accomplishing related results as needed.
- Maintain Sap Ariba as a supplier.
- Documentation and maintaining Projects on MS Projects.
- Coordinate with the Government Relations Office to insure site employee government documents are current

- **Admin & Finance Assistant** (May '16 – Nov. '16)
Beauty Concepts, Jeddah, Saudi Arabia
Roles and Responsibilities:
 - Processing payments, managing cost reports, managing invoices. Perform routine calculations to produce analyses and reports.
 - Assist the financial director in creating financial reports.
 - Handling office tasks, such as filing, generating reports and presentations, setting up for meetings, and reordering supplies.
- **Inbound Agent** (Jul. '13 – Jan. '14)
The Resource Group, Lahore, Pakistan
Roles and Responsibilities:
 - Identify and escalate issues to supervisors.
 - Answer incoming calls and provide product and service information to customers.
- **Educational Leader** (Dec. '10 – Sept. '12)
Pakistan International School, Jeddah, Saudi Arabia
Roles and Responsibilities:
 - To plan and prepare appropriately the assigned courses and lectures.
 - Making and maintain lesson planner.
 - Allocate and grade homework, assignments, and tests.
 - Deliver personalized instruction to each student by encouraging interactive learning.

Educational Credentials

- **M. Phil. Project Management**
Major in Management Science
Bahria University, Lahore, Pakistan
- **Master's of Science in Information Technology**
Major in Computer Science
University Of Lahore, Lahore, Pakistan
- **Bachelor's in Mass Communication**
Major in Journalism & Human Resources
Bahauddin Zakariya University, Multan, Pakistan

Professional Qualifications and Certifications

- Certificate of Teaching Technics, Global Institute
- First Certificate in English, Global Institute
- Registered Graphic Design Specialist, PIC Institute

Personal Dossier

Bilingual:

- Fluent in writing and spoken English
- Fair in speaking Arabic.

References

Will be provided on request.