

# MUHAMMAD ADNAN

## Office Assistant

92-3169428182

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Pakistan



## PERSONAL INFORMATION

**NICK NAME:** AADI

**BIRTHDAY:** 22/04/1991

**NATIONALITY:** Pakistani

**MARITAL STATUS:** Single

**HEIGHT:** 5.9

**AGE:** 28

## EXPERIENCE

### Office Assistant

#### Abu Usman Corporation

10/2019 - 04/2020 Rawalpindi Pakistan

#### Duties

Monitor all incoming faxes and mail and distribute it to appropriate person, compile outgoing mail and involve messengers for mail distribution to external agencies.

Assist receptionist during lunch or any other breaks or absences and provide support to front desk operations in office.

Develop and manage office files and records and prepare file storage list to enable easy access to files.

Collaborate with Office Operations Manager to carry out front desk procedures and maintain phone system manual.

Prepare document for visa process.

Make document for protector from Immigration Office.

Get appointment for medical from gamca site.

Prepare schedule for front desk relief team and use conference room for various listed purposes.

Ensure neat and clean front office area maintain effective environment both employees and customers.

## EDUCATION

### Master of Business Administration

Hazara University  
Mansehra

03/2018 - 08/2019

GPA

3.70 / 4.0

### Bachelor of Business Administration

Hazara University  
Mansehra

09/2013 - 09/2017

GPA

2.76 / 4.0

## MOST PROUD OF



### What are You most proud of?

Nothing is impossible for me, I am good at team leading, relationship building, Excellent sense of Humor in IT and a Multitasker.

## LANGUAGES

### Urdu

Native



### English

Advanced



## EXPERIENCE

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### Reservation Agent

#### Oriya Int Travel & Tours

📅 07/2015 - 09/2015 📍 Rawalpindi Pakistan

#### Duties

Issued travel and hotel vouchers for passengers on overbooked and canceled flights.

Explained airline policies regarding purchases, cancellations, and transfers.

Input accurate travel information for each ticket.

Created and booked 30 reservations per day.

Responded politely to passenger complaints regarding ticketing and baggage handling.

Checked ticket information for passengers.

Quickly learned reservation computer systems to ensure accurate processing.

I hereby certify that the above information is true and valid to the best of my knowledge and beliefs.

## SKILLS

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Service minded

Guest orientated

Communication

Interpersonal skills

Integrity

Listening

Customer focus

Professionalism

Flexibility

Motivation

## TRAINING / COURSES

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[Nexus of Mentors and Emerging Leader](#)

[Certificate in Information Technology](#)

[Microsoft Office Specialist](#)

## CERTIFICATES

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### Certificate in information Technology

#### Haris Institute Rawalpindi

📅 07/2014 - 09/2014 📍 Rawalpindi Pakistan

#### Introduction to IT and Microsoft Office 2010

Introduction to Information Technology.

Understanding Computer Software, Hardware and Networking Concepts.

Microsoft Office

#### Web Designing

Adobe Photoshop CC

HTML 5 & CSS 3

Adobe Dreamweaver CC

Introduction to WordPress

#### Hardware & Software

Concepts of Hardware

Installation & Configure OS

Error Handling

Detect & Protect from Viruses

Muhammad Adnan  
Applicant