Umair Mehmood  
  
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**PERSONAL STATEMENT**

Efficient, organised Administrator with over 10 years’ experience and a record of working to very high standards. Proven literacy and numeracy skills – proficient user of MS Office, with a typing speed of 75 WPM. Holds an extensive list of certificates and a positive attitude to professional development. Excels in collaboration; possesses a proven record of inspiring others in different environments. Manages diaries, meetings and events effectively, and is able to resolve difficult customer and admin situations. Seeking a challenging PA or Executive Assistant role in a large company in order to develop and gain further skills

**EMPLOYMENT HISTORY**

06/2017– 01/2020

**Company**

JF Homes, Karachi and Islamabad

**Assistant manager and Accountant**

* Mange all accounts on SAP
* Induction champion and ‘go-to’ person within the department
* Trained other members of staff on the commercial section
* Attended account meetings with commercial contacts, supporting Commercial Manager

02/2012 – 06/2015

**Company**

Itech, Saddar Rawalpindi

**Administrator**

* Providing customers with advice on the right products for them
* Dealing with customer complaints, and escalating the issue to management level if necessary
* Supervising a team of staff when the manger was not available
* Covered reception where required

10/2008 – 02/2010

**Company**

PTCL Franchise, Rawalpindi

**Assistant Manager**

* Hiring, training and developing new employees
* Providing leadership and direction to all employees
* Processed orders (including internal) in a variety of areas such as export, Salesforce, web, EDI, faxes and calls
* Ensuring product quality and availability
* Managed error database and recorded outcomes
* Assisting customers whenever necessary
* Motivating employees and ensuring a focus on the mission

**PROFESSIONAL DEVELOPMENT**

* Customer Service
* Apprenticeship: Business Administration
* Key Skills: Communication , Information Technology

**EDUCATION**

09/2005 – 07/2007

**Karachi university**

Karachi Pakistan

**Graduation**

**ADDITIONAL SKILLS**

**Software:**

Proficient in MS Word, Excel, PowerPoint, Access and Outlook, and internal systems such as IFS and Salesforce

**INTERESTS**

Skiing, travelling, keeping fit and learning new skills

**REFERENCES ON REQUEST**