Abubakar Siddiq Malik

Office Clerk

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**Mobile:** +923030059998

**Location:** Bahawalpur, Pakistan

**PROFESSIONAL SUMMARY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­\_\_\_\_\_\_\_\_\_\_\_\_\_**

Experienced office clerk with a history of delivering efficient and accurate administrative support. Proficient in data entry, record management, and document organization. Strong multitasking and problem-solving abilities. Dedicated to optimizing office workflows and ensuring seamless operations. Eager and ready to bring my knowledge, expertise and passion to your company.

**EMPLOYMENT HISTORY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Government of Food Department, Punjab Pakistan**

**Office Clerk**

Aug 2016 to Present

**Role:**

* Greet visitors & handle inquiries, resulting in a positive customer experience
* Data Entry, Typing & drafting office letters on daily basis
* Microsoft Office & PDF related different tasks
* Organize and maintain the office filing system, resulting in improved efficiency & productivity
* Assisting officials with any administrative work, including the editing, proofreading & distribution of documents
* Handle Inspection and complaints during wheat procurement and monitor illegal movement of wheat
* Monitor wheat distribution during Ramadan at different sale points & shops
* Handle all incoming and outgoing mails
* Attending seminars and meetings regarding World Food Day

**May Personnel & Recruitment Agency, Feltham, UK**

**School Caretaker**

Nov 2011 to May 2013

**Role:**

* Check cleaning daily to keep school clean and tidy
* Checking & controlling school water temperature weekly
* Handling school related deliveries & Newspaper on daily basis
* Check inquiries & sending emails daily
* Opening & closing school gates as per school timing
* Handling damages & broken stuff through contractors
* Checking & sending emails daily & Controlling building security
* Greeted visitors, VIP's resulting in a positive relation & experience

**May Personnel Recruitment Agency Feltham, UK**

**Warehouse Operative/ Packer**

Dec 2011 to May 2013

**Role:**

* Packing outlets, candies and chocolate products into appropriate packages from bulk cartons
* Marking, labeling and tagging products, rapping and palletising them when packed
* Checking isolating damaged items and report it to supervisors
* Ensuring that the quantity specified is picked by counting it several times
* Ensuring that items are marked and labeled appropriately
* Moving material with hand trucks, pallet jacks and with proper training, motorized pallet jacks

**Shaukat Khanum & Memorial Cancer Hospital Lahore, Pakistan**

**Patient Care Officer**

Oct 2010 to Mar 2011

**Role:**

* Front Desk OPD services and patient registration
* Data Entry, Typing & Drafting office letters on daily basis
* Microsoft Office & PDF related different tasks
* Organize and maintain the office filing system, resulting in improved efficiency & productivity
* Checking and sending promotional emails to clients and patients
* Checking doctors schedule and appointments daily
* Handling cash tiller and submit it to supervisor on daily basis
* Arranging patient interviews and complaints handling
* Welcoming patients resulting positive relation and experience

**Pearl Continental Hotel Lahore, Pakistan**

**Customer Service Representative**

March 2008 to Nov 2009

**Role:**

* Front Desk and Customer care services
* Data entry and Office Documentation
* Drafting/ Proofreading and Microsoft Office related tasks
* Handling Call enquiries related to complaints and room booking and virtual Assistance
* Welcoming Guests and VIP’s resulting positive relation and experience
* Checking and sending promotional emails to clients
* Handling Airline scheduling queries
* Handling and controlling building security and emergency alarms

**ACADEMIC DETAILS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**The Islamia University, Bahawalpur, Pakistan**

Graduation (B.A) [2009]

Completed with honor & aggregate of 75

**Board of intermediate & Secondary Education, Bahawalpur, Pakistan**

Computer Science (F.Sc) [2002]

Completed with honor & aggregate of 65

**Board of Intermediate & Secondary Education, Bahawalpur, Pakistan**

Matriculation [2000]

Completed with honor & aggregate of 55

**TDCP - Tourism Development Corporation of Punjab, Pakistan**

Hotel & Tourism Management Diploma [2007]

Completed with honor & aggregate of 90

**CERTIFICATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Certified in Health & Safety program held by May Personnel Recruitment Agency, Feltham, UK.
* Certified in “Fire Fighting & First Aid” program held by Pearl Continental Hotel, Lahore, Pakistan.

**TRAININGS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Training in Health & Safety under May Personnel Recruitment Agency, West London, UK.
* One month internship as “Patient Care Officer” in OPD Department, Shaukat Khanum Cancer & Memorial Hospital, Lahore, Pakistan
* One month training in Front Office Department by Pearl Continental Hotel, Lahore, Pakistan

**SKILLS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Data Entry and Fast Typing
* Microsoft Office (Word, Excel, PowerPoint)
* Management and Communication Skills
* Tech-savvy and Knowledge of Office systems
* Customer Care and Virtual Assistance
* Organizational Skills

**HOBBIES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| --- | --- |
| * Fishing | * Gardening |
| * Watch Movies | * Social Media |
| * Playing Snooker | * Current Affairs |
| * Outing with Friends & Family | * Internet Surfing |

**DICLARATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.