

## ABOUT ME

As a highly motivated professional, my unwavering dedication to reaching objectives and navigating through challenges sets me apart. My journey began as an eager graduate, and I am now actively pursuing opportunities to nurture my abilities and step into a role that demands accountability. With a solid eight-year track record across the banking and public sectors, I've sharpened my skills in customer engagement and project coordination. My adeptness with Microsoft Applications has been pivotal in boosting productivity and streamlining processes. Fluent in both English and Urdu, I bring linguistic versatility to the table, enhancing communication within diverse teams. I am eager to leverage my skill set and dynamic approach to make a meaningful impact within your organization.

## SKILLS

WRITING

MICROSOFT OFFICE

MANAGEMENT

MICROSOFT WORD

## LANGUAGES

URDU

PUNJABI

ENGLISH

# AMNA KHAN

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## WORK EXPERIENCE

### SMEDA

Lahore  
Mar 2019 - Present

#### Project Assistant

- Spearheaded grant application coordination, ensuring meticulous review and process management.
- Maintained and updated comprehensive grant database systems with high accuracy.
- Compiled and delivered detailed progress reports, managing general correspondence with precision.
- Provided dynamic support to the Project Manager, facilitating efficient daily operations.
- Streamlined the grant applications process for optimal efficiency and effectiveness.

### SUMMIT BANK LTD. JOHAR TOWN BRANCH

Lahore  
Jan 2017 - Feb 2019

#### Personal Banking Officer

- Expertly targeted and prospected suitable clients to expand customer base.
- Diligently prepared and presented progress reports and briefings.
- Successfully attracted new deposits and business, ensuring exceptional after-sales service.
- Maintained effective communication and managed correspondence with customers.
- Actively sought and incorporated customer feedback to enhance service quality.
- Committed to continuous learning through regular training on emerging market trends.

### UFONE TELECOM, LAHORE

Lahore  
Jan 2016 - Mar 2017

#### Customer Representative Officer

- Delivered exceptional customer service in line with Standard Operating Procedures (SOPs) during telephonic interactions.
- Met and exceeded assigned quantitative targets within established performance metrics.
- Demonstrated strong call management skills through effective communication and efficiency in handling online customer inquiries.
- Maintained up-to-date knowledge of company policies, procedures, promotions, products, and Value-Added Services (VAS) by participating in shift meetings and refresher sessions.
- Completed additional duties as directed by the immediate manager.

### AMERICAN INTERNATIONAL COLLEGE

Lahore

#### Computer Assistant

- Streamlined outcome management systems for optimal data integrity, organization, and maintenance.

Jan 2010 - Jan 2014

- Provided high-level executive support to the Director of School Operations, encompassing correspondence, scheduling, and clerical duties.
- Demonstrated exceptional communication skills in managing incoming calls, including professional screening and directing.
- Orchestrated logistics for various events, including meetings, workshops, and student travel, ensuring seamless coordination.

## EDUCATION

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**THE PUNJAB UNIVERSITY  
UNIVERSITY  
LAHORE**  
Lahore  
2016

● **Master's Degree**

Master's Degree in Political Science.

**THE PUNJAB UNIVERSITY  
UNIVERSITY  
LAHORE**  
Lahore  
2014

● **Bachelor of Arts**

- Earned a Bachelor of Arts degree from Punjab University.

**PUNJAB GROUP OF COLLEGES  
COLLEGES  
LAHORE**  
LAHORE  
2012

● **I.COM**

- Excelled in I.COM, securing top-tier grades

**COMPREHENSIVE GIRLS HIGH SCHOOL**  
Lahore  
2010

● **Matric**

Top-tier Matric Science grad.