



SAIRA ATHAR

DATA ANALYST / IT HELP DESK

ABOUT ME

Dynamic IT help desk Specialist, experienced in providing Support through different channels of communication. Trouble shooting issues, working to discover, implement solutions and Data provider as per request

CARRER OBJECTIVE

Seeking Challenging Opportunities in the field of computer and technical in an organization where I can enhance my Capabilities and work under the Supervision of Professional and skillful management with opportunities of Growth.

PERSONAL INFORMATION

CONTACT ME:

- **Mobile:** +971 58 9207601
- **E-mail:** saira_khalid23@hotmail.com

PERSONAL DETAILS:

- Nationality :Pakistani
- Marital status: Married
- Date of Birth: 23rd Oct 1979
- Religion: Islam
- Visa status: Residence Visa
- (Dubai U.A.E)

Areas of Expertise

PERSONAL SKILLS

- Presentation
- Reporting and Correspondence
- Problem Solving
- Computer Trouble Shooting
- Resolving problems of trader to file
- Administrative Writing.
- Good Declaration (GD) in Import & Export side)

TECHNICAL SKILLS

- MS Office
- Photoshop
- Query building on SQL and As-400
- Graphics Designing
- Reporting

Work Experience

PAKISTAN REVENUE AUTOMATION (PVT.) LTD. (YEARS 2005-2023)

(A company Owned by Federal Board of Revenue)

Application support Officer (Facilitation officer)

- Trouble shooting of issues.
- Facilitate Exporters & Importers regarding Goods Declaration form of One Custom & WEBOC system through different ways of communication.
- Customer awareness and education relating to newly developed software WEBOC.
- Make Queries (data extraction) on SQL data base to solve matters regarding data.
- Make Queries on AS-400 to provide data to customs staff.
- Facilitate Exporters & Importers regarding Goods Declaration of One Custom & WEBOC system through telecom and help desk.
- Prepared Query /reports related to both Export & Import required by the FBR Department, Custom & other allied Government Organization.
- Data Entry, B.I Tool Query & Data Verification of export documents.
- Supervise processing of Goods Declaration.
- Manage files & documents like admin assistant

TEACHER WITH IN-CHARGE

(YEARS 2001- 2005)

- Teach alongside the primary classroom teacher and create lessons, activities, and assignment under the supervision of the lead teacher.
- Work as class teacher for grade V-Teaching sub (Science, English)
- Helped teacher manage grading & activity planning for the classroom as a junior section in charge
- Prepare and maintain student record according to the policies and administrative regulation.
- Manage files & multiple the databases of parents enquiries.

EDUCATIONAL QUALIFICATION

- **Bachelor of Science** 1997 - 2000
Federal Urdu University Art & Science
- **HSC in Pre-Medical** 1994 - 97
Karachi- Pakistan

PROFESSIONAL EDUCATIONS

- 1 Year Diploma in **Early Childhood Education.** 2017 - 18

LANGUAGES

- English
- Urdu