



Iqra Ashraf

Admin & Supervisor

About Me

I am an Admin/Supervisor with a passion for numbers and compliance to standards, looking for a full-time position in a dynamic company. Proficient in supervising the staff and training new employees by complying with internal standards & industry policies to upload institutional values and ensure a stellar performance.

Work Experience

Nayas Restaurant & Cafe | Dubai Media City

Admin, Cashier and Supervisor

2023 - Now

- Managed daily operations, including scheduling, customer service, and cash flow, ensuring the business consistently met monthly financial targets, leading to a 15% increase in revenue over 12 months.
- Handled accounts receivable and payable, processing up to 50 transactions per day and maintaining accurate financial records, reducing errors by 20%.
- Implemented a new filing system for administrative documents, reducing retrieval time by 30% and improving efficiency across multiple departments.
- Coordinated inventory management and vendor relations, ensuring stock levels were maintained, reducing out-of-stock incidents by 25%.
- Provided excellent customer support by addressing inquiries and resolving issues, maintaining a 95% customer satisfaction rating.
- Monitored daily business operations and sales performance to ensure goals are met.

Contacts



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Tecom, Dubai

Education

M.Sc Zoology

RIMT University

2020 - 2022

One of the leading universities in Punjab currently granting 250+ programs with a base of 1k+ students.

B.Sc

Kashmir University

2015 - 2019

One of the world's oldest and top ranked universities currently granting 100+ graduate & post graduate programmes.

Technical Knowledge

- MS Excel
- MS Word
- MS Powerpoint

Customer Support Representative

- Led a team of 15 customer support agents, improving team efficiency by 25% through coaching and performance reviews.
- Processed up to 100+ customer requests daily via phone, email, and chat, meeting performance targets consistently with a 98% issue resolution rate.
- Managed internal communication processes, streamlining escalation procedures that reduced response time by 35% and increased customer retention.
- Collaborated cross-functionally with sales and technical teams to resolve complex customer inquiries, contributing to a 10% increase in first-call resolution rate.
- Generated daily, weekly, and monthly reports on customer feedback, issues, and solutions, providing key insights that improved service delivery by 15%.

Teleperformance | India**2020 - 2021****Customer Support Representative**

- Responded to customer requests for products, services, and company information.
- Met customer call guidelines for service levels, handle time and productivity.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Responded proactively and positively to rapid change.
- Followed-through on all critical inter-departmental escalations to increase customer retention rates.
- Educated customers about billing, payment processing and support policies and procedures.
- Optimized customer support by establishing collaborative service environments through targeted operational initiatives.

Skills

- Customer Support & Relations
- Data Entry & Management
- Financial Management & Reporting
- Process Improvement
- Scheduling & Time Management
- Team Leadership & Training
- Multitasking & Prioritization
- Communication & Interpersonal Skills
- Problem Solving & Conflict Resolution
- Book keeping, Log book management