

SAIRA KANWAL

Customer Service | Receptionist | Office admin

Dubai, UAE | +971 55-8850305 | sairkanwal0512@gmail.com | UAE Residence visa

PROFESSIONAL SUMMARY

Detail-oriented Receptionist & Computer Operator with 1.5+ years of experience in administrative support, customer service, and data entry. Skilled in front desk management, MS Office, record keeping, and appointment scheduling. Former Teacher with expertise in lesson planning, classroom management, and student assessment. Adept at multitasking in fast-paced environments while maintaining professionalism.

KEY SKILLS

- Front Desk Operations | Customer Service | Phone & Email Handling
- Data Entry | MS Office (Word, Excel, PowerPoint) | Database Management
- Administrative Support | Document Filing | Appointment Scheduling
- Lesson Planning | Student Engagement | Educational Assessment
- Bilingual (English, Urdu, Punjabi, Saraiki) | Communication Skills

PROFESSIONAL EXPERIENCE

Receptionist & Computer Operator | STAK College of Science & Commerce | Aug 2023 - Nov 2024

- Managed front desk operations, greeted visitors, and handled incoming calls/emails.
- Maintained digital records & databases using MS Office and data management software.
- Scheduled meetings, appointments, and assisted with travel arrangements.
- Streamlined document filing systems for improved office efficiency.

Teacher | British International School System | Nov 2020 - Jun 2023

- Developed customized lesson plans to accommodate diverse learning styles.
- Conducted student assessments via exams, assignments, and progress reports.
- Utilized interactive teaching methods and technology integration for engagement.
- Collaborated with parents & staff to enhance student development.

EDUCATION

- **B.Ed (1.5 Years)** | Allama Iqbal Open University (2023-2024)
- **M.A (Islamic Studies)** | Bahauddin Zakariya University (2019-2021)
- **B.A** | Bahauddin Zakariya University (2016-2018)

CERTIFICATIONS

- **Information Technology**) – The Horizon Computer Academy, Multan
- **Spoken English**) – Noor Advance English College, Multan

LANGUAGES

- English (Fluent) | Urdu (Native) | Punjabi | Saraiki