

# Muhammad Umar Salam



DOB: 10-11-1990

## Contact

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## Languages

English  
Urdu  
Punjabi

## Summary

A proactive, adaptable and conscientious person with more than four years of experience as an administrator officer. I am a very hard-working and dependable person with the ability to work both independently and in a team. I am seeking a challenging career with a progressive organisation that provides an opportunity to capitalize my technical skills and abilities in the field of Business and Management.

## Skill Highlights

- Project management
- Strong decision maker
- Complex problem solver
- Creative design
- Innovative
- Service-focused

## Experience

**Administrative Assistant** - 03/2017 - Current Job  
Outkom Enterprises Limited, Lahore

- Managing a team of representatives offering customer support.
- Overseeing the customer service process.
- Resolving customer complaints brought to my attention.
- Creating policies and procedures.
- Planning the training and standardization of service delivery.
- Selecting and hiring new staff.
- Monitoring the work of individual representatives and of the team.
- Conducting quality assurance surveys with customers and providing feedback to the staff.
- Possessing excellent product knowledge to enhance customer support.
- Maintaining a pleasant working environment for the team.

## Education

**Master of Business Administration:** Business Administration  
Anglia Ruskin University, UK (2014 – 2015)

**Post Graduate Diploma:** Business Management  
AABPS, UK (2013 – 2014)

**ACCA:** Accounting and Finance (Part Qualified)  
ACCA, UK (2010 – 2013)