

# Rafia Munir

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Date of Birth: 21-10-1991

## Objective:

To enhance my knowledge and capabilities by working in a dynamic organization that prides itself in giving substantial responsibility to new talent.

## Qualification:

- **M.Phil. in Education**  
University of Lahore
- **Master of Education (M.Ed.)**  
University of Education
- **B.Ed.**  
University of Education
- **B.A**  
University of Punjab

## Other Skills

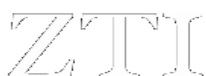
- **One Year Diploma in Information Technology**  
Lahore College
- **Three Months course in Microsoft Office Management Tools**  
University of Engineering and Technology

## Work Experience



**Operation Manager**  
Alifah Enterprise, Singapore

November-16 to Present



**Admin Officer**  
Zia Trading International, Pakistan

April-14 to June-16

## Job Description

### Operation Manager

- Ensure all operations are carried on in an appropriate, cost-effective way.
- Improve operational management systems, processes and best practices.
- Purchase materials, plan inventory and oversee warehouse efficiency.
- Help the organization's processes remain legally compliant.
- Formulate strategic and operational objectives.
- Examine financial data and use them to improve profitability.
- Manage budgets and forecasts.
- Perform quality controls and monitor procurement KPIs.
- Recruit, train and supervise staff.
- Find ways to increase quality of customer service.

### Admin Officer

- Manage office supplies stock and place orders
- Prepare regular reports on expenses and office budgets
- Maintain and update company databases
- Organize a filing system for important and confidential company documents
- Answer queries by employees and clients
- Update office policies as needed
- Maintain a company calendar and schedule appointments
- Book meeting rooms as required
- Distribute and store correspondence (e.g. letters, emails and packages)
- Prepare reports and presentations with statistical data, as assigned
- Arrange travel and accommodations
- Schedule in-house and external events