

SANAF SULTAN

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PROFILE

Office manager with 3+ years of experience in managing office administrative functions and human resources to meet the needs of executives. Performance-oriented to deliver range of office functions including annual budget preparation, payroll and office management. Skillfull in efficient use of resources and administrative support to ensure smooth operations and productivity.

SUMMARY OF SKILLS

- Office administration
 - Petty Cash Management
 - Documentation and control
 - Vendor/Contract negotiations
 - Building Maintenance
 - Leadership
 - Event Planning
 - Workflow Planning
 - Strong Communication
 - Orginaziational Skills
 - Payroll Management
 - Microsoft Office expert
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EDUCATION

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| Institute of Business Administration (IBA Karachi)
<i>Diploma in Strategic Marketing</i> | 2019 |
| Dadabhoy Institute of Higher Education
<i>Bachelors in Commerce</i> | 2015 |
| Government Premier College
<i>Higher Secondary Certificate in Commerce</i> | 2012 |
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PROFESSIONAL EXPERIENCE

- Office Manager – Administration** (Jun'21 – to date)
Head Start School System - Karachi, PK
- Supports company operations by maintaining office systems and supervising staff..
 - Maintaining office efficiency by planning and implementing office systems, layouts, and equipment procurement
 - Designs and implements office policies by establishing standards and procedures, measuring results against standards, and making necessary adjustments.
 - Oversee and support all administrative duties in the office and ensure that office is operating smoothly
 - Manage relationships with vendors, service providers, and landlord, ensuring that all items are invoiced and paid on time
- Senior Administrative Assistant** (May'17 – Jun'21)
Aga Khan Higher Secondary School Karachi, PK
Unit of Aga Khan Education Service Pakistan
- Answer phone calls, forward calls, take messages, return calls, and provide administrative and secretarial support to employees and management
 - Respond to customers and resolve issues relating to service scheduling, collections and billing. Provide customers with a high-end level of service and maintain a good relationship.
 - Gathered all materials, work hours, work orders, reports for each job and process invoices.
 - Prepare, verify, manage and process outstanding invoices and credits. Receive bills and compare with PO's to confirm quantity and pricing.
 - Contact customers for payment on a regular basis. Collect on payment by sending collection letters and communicating with customers via phone or email. Coordinating and communicating activities for the Office, including all employee events.
 - Administered the petty cash system and ensure appropriate record keeping.

Administrative Assistant - (Intern)**(June'16 – April'17)**

Aga Khan Higher Secondary School Karachi, PK
Unit of Aga Khan Education Service Pakistan

- Answering incoming calls in a professional manner.
- Maintaining suitable and sufficient office stationery levels
- Establishing stationary requirements for the Office.
- Updating databases with confidential and relevant information
- Coordinating and communicating activities for the Office, including all employee events.

Graphic Designer**(Feb'15 – Dec'20)**

Freelancing

- Professional logo designing
- Client Dealing
- Concrete design for promotional materials
- Successfully manage and coordinate graphic design projects from concept through completion.
- Expertly convert features to benefits to achieve client objectives.

E-Marketing Assistant**(Jan'14 – May'15)**

Ge-Solutions

- Updating Product specification on Web portal.
- Managing the company's email marketing campaigns.
- Highlight and encourage positive comments
- Follow up on responses.
- Strengthen relationships with Customer.
- Create, send and answer email campaigns
- Work close with the sales team
- Ensure prompt and accurate communication with clients via email to minimize unsubscribes.

Examination Department - Intern**(Jun'13 – July'13)**

Aga Khan University Examination Board

- Provide administrative support to Senior Management in a timely and courteous manner.
- Monitor existing documents to ensure they remain thorough, accurate and up to date.
- Answer telephones, and direct calls efficiently

COMMUNITY SERVICE

- **Management Information System (MIS)** – Team Supervisor . **2014 - 2020**
- **Member** - Karimabad wheel chair committee
- **Audio Visual Department** – Team Member **2012 - 2016**
- Ismaili boys scouts, Karimabad, Karachi **2008 - 2012**

SOFTWARE SKILLS

- Microsoft Office (MS Word, MS Excel, MS Powerpoint, MS Publisher)
- ISCALA (Vendor Management)
- ERP Software (Database management)
- Adobe Suite (illustrator, Photoshop)

REFERENCE

Available on request