

ANWAR ALI

Administrative Assistant | Front Desk Executive

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PROFESSIONAL SUMMARY

Customer-focused Receptionist and Customer Service Representative with experience in front desk operations, client handling, appointment scheduling, and administrative support. Skilled in managing multi-line phone systems, complaint resolution, and office coordination in fast-paced environments.

CORE SKILLS

Front Desk Operations, Customer Service, Appointment Scheduling, Multi-Line Phone Handling, Complaint Resolution, Data Entry, Record Management, MS Office, Email & Chat Support, Payment Handling, Team Coordination, Typing Speed 50+ WPM

WORK EXPERIENCE

Receptionist & Customer Service Representative

Shifa Ultrasound and Diagnostic Center | 2023 – 2024

- Welcomed and assisted patients and visitors professionally.
- Managed multi-line phone calls and appointment scheduling.
- Handled customer queries, complaints, and payment processing.
- Maintained records and supported daily administrative operations.

EDUCATION

Diploma in Information System Management – Aptech Computer Education (2023 – 2024)

Higher Secondary – Govt. Jinnah College, Nazimabad (2023 – 2025)

Secondary Education – Al Emaan Public School (2008 – 2023)

CERTIFICATIONS & COURSES

Customer Service Skills – Saylor Organization

Procurement & Logistics – DisasterReady.org

Supply Chain Management – DisasterReady.org

LANGUAGES

English, Urdu, Hindi, Balochi