FAISAL MUSTAFA
(Total Experience: 25+ Years)

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Address: *Student Affairs Section, Ground Floor, Faculty Block-II, COMSATS University Islamabad, Islamabad Campus, Park Road, Chak Shahzad, Islamabad, Pakistan.*

SUMMARY

Senior Administrative Assistant with more than ***25 years of experience*** in providing comprehensive administrative support both in public and private sector organizations. Proven ability to manage multiple tasks and deadlines, coordinate with team members and external stakeholders, and lead and motivate others. I am seeking a challenging role where I can utilize my expertise in office management, coordination, and team leadership to contribute to the success of the organization.

RELEVANT SKILLS

Strong Organizational skills, Excellent Communication skills, Proficiency in Microsoft Office Suite, Time management skills, Handle Student queries effectively, Guide students for their Career Development, Assist the students to choose the right Career path according to their interest and field of study, Attention to detail, Problem Solving Skills, Discretion, Proficient in People Skills. Excellent Social Media skills, Proficient in letter drafting and report creation.

WORK EXPERIENCE

➔ **Designation:** Senior Administrative Assistant - (20 June 2002 – **Present**)

Organization: COMSATS University Islamabad, Islamabad Campus

Responsibilities:

A) Student Handling

1. Entertain the queries of all the students and keep follow-up with all the stakeholders.
2. Counsel the students on matters of online registration/de-registration/ course withdrawal, course prerequisites, GPA, survival CGPA, Internships, other activities, etc., according to the policy of CUI Islamabad.
3. Share all important information about Timetable, cancellation, and rescheduling of classes when needed.

B) Office Handling

1. Support the Incharge Student Affairs for the smooth functioning of the department.
2. Assist in the preparation of semester schedules and Events Calendar.
3. Compile official minutes of meetings and maintaining records of all official communication

and events.
4. Make arrangement for the guest speaker sessions/professional development workshops.
5. Assist in Student Society Events, record and check for approval from higher ups.
6. Assist in maintaining students' scholarship details.
7. Assist in students' disciplinary matters.
8. Maintain office supplies and any repair/maintenance required.
9. Attending and directing calls to the concerned officials.
10. Addressing issues through official email.
11. Assist in maintaining Student Affairs Web Portal and social media platforms.
12. Assist in developing strategies for career & projects expo of CUI bi-annual event.
13. Help to create and foster a respectful and inclusive team environment.
14. Shared admin of two facebook pages, https://www.facebook.com/ciit.cdc, Career Development Center and https://www.facebook.com/SA.CIIT.ISB, Student Affairs Office.
14. Any other task assigned by CUI Islamabad management.

C). Knowledge & Competencies

1. Experience of working in Academic setting, have sound knowledge about university departments and their work.
2. Skills of Online Portals and Proficiency in MS Office (Word, Excel, Power Point).
3. Excellent communication skills.

➔ **Designation:** Computer Instructor - **(**20 Jan 2000 – 20 Jan 2002**)**

Organization: **National Training Bureau, Islamabad**

Responsibilities:

- Taught different computer software courses.
- Handled all the procedure from admission of students to final exam to result notification.
- Maintained computer labs by loading up to date software and troubleshooting.
- Prepared course outlines.
- Made suggestions from time to time to the principal for any improvements.

➔ **Designation:** Computer Instructor - **(**15 Sep 99 - 15 Feb 2K**)**

Organization: **Al-Mustafai Foundation Computer Center, Rawalpindi**

Responsibilities:

- Taught different computer software courses.
- Handled all the procedure from admission of students to final exam to result notification.
- Maintained computer labs by loading up to date software and troubleshooting.
- Prepared course outlines.
- Made suggestions from time to time to the Principal for any improvements.

➔ **Designation:** Teacher - **(**01 Sept 1997 – 13 Sept 1999**)**

Organization: **Asia School and College, Rawalpindi**

Responsibilities:

- Taught English, Mathematics and General Science subjects to middle and high classes.
- Prepared course outlines.
- Suggestions to the Principal for the requirements & improvements in the standard of courses.

INTERNSHIP (12 May 1999 to July 1999)

Studied & analyzed computerized "**Cement Booking System"** for **ASKARI CEMENT** Rawalpindi.

EDUCATION

- **Master of Science in Information Technology (MS - IT)** CGPA = 3.0 out of 4.0
  Session: *April 2003 – April 2005,* Preston University Kohat, Khyber Pakhtun Khwa (KPK), Pakistan.

- **Bachelor of Science (Mathematics, Statistics, Economics)**
  Session: Annual 1996, Punjab University, Lahore, Pakistan. Marks = 451 out of 800

PROFESSIONAL CERTIFICATIONS

1. Spoken English Course (April 1997-July 1997) - English College Murree Road, Rawalpindi.
2. Internet & Email Course (20th August 1999) - TDCP- Institute of Tourism & Hotel Management, Saddar, Rawalpindi.
3. Computer Hardware Technology (Sep 99 - Nov 99) Dynamic Institute of Computer Science, Rawalpindi.
4. Airlines Basic Course (3 Feb 2K - 16 Mar 2K) SN Travel & Tourism Co (Pvt) Ltd, Islamabad.
5. Web Enabled Database (19 Jun 2K - 18 Aug 2K) COMSATS IIT, Plot # 30, H-8, Islamabad.
6. Electronic Commerce Course - (15 Jan 2001 - 28 April 2001) Technical Training Centre, National Training Bureau, Islamabad.
7. Practical Network Engineering 27 Jan 2002 - 27 Mar 2002 - ASKARIA Institute of IT, Saddar, Rawalpindi.

WORKSHOPS ATTENDED

1. Workshop on '*NOTING & DRAFTING'* held by Faculty Development Academy, CUI Islamabad and certificate awarded on 25th July 2022.
2. Workshop on '*Office Procedures & Practices'* of Indigenous on Campus Training under University Governance Program held from Oct 06 to 08, 2015 sponsored by Higher Education Commission of Pakistan.
3. 07 Days workshop on '*Career Enhancement Training Program for Admin Personnel – SG-III & IV*' held from March 09 to 17, 2020 by Faculty Development Academy, CUI Islamabad.

EXTRA – CURRICULAR ACTIVITIES

- Performed duties as Incharge Sports Room in Hostel.

- Performed duties as Assistant Warden (Boys-Hostel).
- Performed duties as Incharge of Table Tennis and Badminton.
- Won **Third prize in All Pakistan Essay Writing Competition** from NWFP Agriculture University, Peshawar, Pakistan.
- Member of "***Pakistan National Youth Services***" a National NGO affiliated with International Youth Organization.
- Secretary Board of Governors "***MUGHALFOUNDATION.org***" a National NGO.
- Completed "***Basic Life Support***" training for one day and achieved the participation certificate.
- Provided support for **Data Entry and proofreading** for research paper published in International Journal:
  http://www.iiste.org/Journals/index.php/RHSS/article/view/2795/2819

APPRECIATION LETTERS

1. Appreciation letter from COMSATS Institute of Information Technology, Islamabad Campus (CIIT/ISB/ADR-Acad/Admin-/09/13/43537) dated: 10 September 2013.
2. Appreciation letter from COMSATS University Islamabad, Islamabad Campus (CUI-HR(ISB)/ACRC/2022/4313) dated: July 22, 2022.
3. Appreciation letter from OZ Career Gurus, Al Kareem Arcade, Main GT Road, Wah Cantt. (OCG/WB/006) dated: 23rd Oct 2023.
4. Certificate of appreciation for participating as a *Volunteer* in COMSATS Project & Career Expo for Fall 2022.