

# UZAIR ADEEL CHIRAGH

## CONTACT

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## SKILLS

Communication & Interpersonal Skills

Team Collaboration

Reporting & Record Maintenance

Customer Relationship Management (CRM)

Client Handling & Conflict Resolution

MS Office Suite (Word, Excel, PowerPoint)

Data Entry & Documentation

## EDUCATION

### Bachelors of Business

**Administration:** Human Resource Management (3.74 CGPA)

**GIFT University, Gujranwala**

2020 - 2024

### Diploma in Tourism & Hotel Management

**TDCP - Institute of Tourism & Hotel Management**

2019 - 2020

### A-levels & O-levels

**Roots Millennium (TMUC), Gujranwala**

2013 - 2018

## LANGUAGES

English (Fluent)

Urdu (Native)

Arabic (Basic)

## PROFILE

Business Administration graduate with hands-on experience in sales coordination, client relationship management, and administrative support. Skilled in handling CRM systems, coordinating interdepartmental workflows, and maintaining accurate records. A fast learner with strong communication skills, problem-solving abilities, and a proven track record of supporting sales teams and ensuring customer satisfaction.

## WORK EXPERIENCE

### Assistant Sales Coordinator

Tower 21 by CITI Housing, Lahore

05/2024 - Present

- Assisted customers with inquiries, product information, and customer complaints.
- Managed installment recovery updates, reminders, and follow-ups.
- Handled client communications via phone, email, and in-person meetings.
- Follow ups on leads and documenting leads data.
- Collaborated with internal departments to coordinate updates and customer feedback.
- Maintained client data using CRM and Microsoft Office, ensuring accuracy, privacy, and compliance.
- Provide feedback on customer updates and concerns to provide greater value to customers.
- Delivered administrative support for documentation and reporting.
- Contributed ideas to enhance team cohesion and internal workflows.
- Contributed to promotional campaigns and marketing strategies.

### Volunteer

Gujranwala Business Center (GBC), Gujranwala

12/2023 - 12/2023

- Led logistics for the launch event, coordinating with multiple stakeholders.
- Led a team during event planning, demonstrating strong leadership and coordination skills.
- Supported administrative tasks including scheduling and guest management.
- Built relationships with senior officials and local businesses.
- Assisted with planning duties for team members.
- Interacted with stakeholders, enhancing stakeholder relationship management abilities.

### Social Internship

World Wildlife Fund (WWF), Lahore

06/2022 - 08/2022

- Create informational materials to raise public awareness.
- Participated in group projects that required task delegation and cross-functional teamwork.
- Participated in field activities with a focus on public awareness and documentation.
- Produced reports and presentations, improving analytical and documentation skills.
- Gained experience in organized team environments and time-sensitive reporting.

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## HOBBIES & INTERESTS

- Football
  - Exploring
  - Team Building
  - Exploring New Tools
  - Business Trends
  - Politics
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## CERTIFICATES & ACHIEVEMENTS

- Certificate of Appreciation - Gujranwala Business Center (GBC) (12/2023)
  - WWF - Pakistan (06/2022 - 08/2022)
  - Certificate of Achievement for securing 1st Position in BS Business Administration. (Semesters Spring 2021 & 2020)
  - Certificate of Achievement for securing 2nd Position in BS Business Administration. (Semesters Fall 2021 & 2020)
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## PROJECTS & PRESENTATIONS

- Strategic HR Audit of Local Business – Assessed internal HR practices and recommended strategic improvements.
  - Training Needs Analysis – Designed a training program for ISO certification readiness based on performance gaps.
  - Employee Motivation Project – Developed a training session based on “Start with Why” by Simon Sinek to improve employee engagement.
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## REFERENCES

Professional & Academic references will be made available on demand.

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