

Hira Javed

| Cabin Crew | Study Abroad Advisor | Sales & Marketing
Customer Care | Business Investment Consultant

Doha, Qatar

Visa Detail: Work Permit (Open NOC)
(+974) 77370146
hiraakram8299@gmail.com

POSITION Interested FOR: Sales & Marketing

Professional Summary:

Highly dedicated and adaptable professional with over 4 years of combined experience in customer service, administrative support, and cabin operations, along with 2 months of GCC experience in sales. Demonstrates exceptional organizational, communication, and multitasking abilities with strong attention to detail. Adept at managing confidential information, coordinating executive schedules, and maintaining smooth daily office operations.

Fluent in English, Hindi, and Arabic, with a proven record of reliability, professionalism, and teamwork in fast-paced environments.

Areas of Expertise

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|--|------------------------------------|----------------------------------|
| ❖ Executive & Administrative Support | ❖ Scheduling & Documentation | ❖ Advanced Communication Skills |
| ❖ Microsoft Office (Word, Excel, PowerPoint) | ❖ Sound Judgment & Decision-Making | ❖ Adaptability & Confidentiality |
| ❖ Team Collaboration | ❖ Problem-Solving under Pressure | ❖ Document Controlling |
| ❖ Sales and Marketing | ❖ Decision Making | ❖ Risk Assessment |

Professional Experience



World Wide Immigration Consultancy Services – (Immigration Consultant)

Doha, Qatar

Sales Executive – Marketing & Business Development

Oct 2025 –Present
(Full Time)

Job Description:

As an Immigration Consultant, provide professional guidance and support to clients seeking immigration, study abroad, work permit, or visit visa services. Assessing client eligibility, preparing documentation, and ensuring compliance with all relevant immigration laws and regulations of the destination countries. Served as a trusted advisor, helping clients navigate complex procedures with accuracy, transparency, and integrity.

Key Achievements/Contributions:

- **Client Consultation & Assessment:**
 - * Counsel clients regarding immigration, study abroad, work permit, and visit visa options based on their qualifications, background, and goals.
 - * Assess eligibility and recommend suitable programs, countries, or immigration pathways according to client profiles.
- **Application Guidance & Documentation:**
 - * Guide clients through application procedures, documentation requirements, and interview preparation.
 - * Prepare, verify, and submit visa applications and supporting documents accurately and within deadlines.
- **Knowledge & Compliance:**
 - * Maintain up-to-date knowledge of immigration laws, policies, and procedural changes across multiple countries.
 - * Ensure all applications comply with legal and regulatory standards.
- **Liaison & Coordination:**
 - * Liaise with embassies, visa centers, and educational institutions to track application status and resolve any issues.
 - * Coordinate with internal teams to ensure timely and smooth processing of client cases.
- **Client Support & Advisory:**
 - * Advise clients on financial documentation, sponsorship, and visa interview preparation to ensure successful outcomes.
 - * Handle client inquiries with professionalism, confidentiality, and empathy, maintaining a high level of satisfaction.
- **Record Management:**
 - * Maintain detailed and organized records of client cases, communications, and progress updates using CRM or internal databases.
- **Business Development & Promotion:**
 - * Promote the company's services through client consultations, seminars, social media engagement, and marketing support when required.

Serene Air (Pakistan) – Airline Industry

Karachi, Pakistan

Cabin Crew

April 2023 - Aug 2025

(2 yrs 4 mos - Full Time)

Job Description:

As a Cabin Crew member, responsible for ensuring the safety, comfort, and well-being of passengers throughout the flight. Delivers exceptional in-flight service, uphold safety regulations, and represent the airline with professionalism and care and with excellent communication skills, attention to detail, and the ability to remain calm and efficient under pressure.

Key Achievements/Contributions:

- **Passenger Service & Care:**
 - * Provide exceptional customer service to ensure a pleasant and comfortable flight experience for all passengers.
 - * Assist passengers with special needs, including unaccompanied minors, elderly travelers, and individuals with disabilities.
 - * Address passenger inquiries, requests, and complaints with professionalism, empathy, and discretion.
 - * Support passengers during boarding, seating arrangements, and disembarkation for smooth flight operations.
- **Safety & Security:**
 - * Ensure full compliance with all aviation safety procedures and regulations.
 - * Conduct pre-flight safety checks and ensure that all safety equipment is operational.
 - * Deliver clear and confident safety demonstrations to passengers.
 - * Respond calmly and effectively to emergencies, including medical incidents, turbulence, or evacuations.
 - * Maintain awareness and handle security threats or conflicts discreetly and efficiently.
- **Operational Duties:**
 - * Collaborate with the flight crew to ensure seamless coordination and service delivery throughout the flight.
 - * Prepare and serve meals, beverages, and duty-free items according to airline standards.
 - * Maintain cleanliness, hygiene, and presentation of the cabin throughout the journey.
 - * Complete flight reports, incident documentation, and inventory records accurately after each flight.
- **Professional Conduct**
 - * Uphold the airline's brand image and customer service standards at all times.
 - * Demonstrate cultural awareness and respect while interacting with passengers from diverse backgrounds.
 - * Exhibit strong teamwork, adaptability, and problem-solving skills in dynamic and high-pressure environments.



Mindbridge Pvt. Ltd. (Pakistan)

Industry Karachi, Pakistan

Customer Support Executive

April 2023 - Aug 2025

(9 mos - Full Time)

Job Description:

As a Customer Care Support Executive, you are responsible for delivering exceptional service to customers by handling inquiries, resolving issues, and ensuring a positive customer experience across various communication channels. The role requires excellent communication, problem-solving, and multitasking skills to maintain high levels of satisfaction and brand loyalty.

Key Achievements/Contributions:

- Delivered efficient and courteous customer service via phone, email, and chat.
- Resolved customer inquiries and issues promptly with professionalism and empathy.
- Maintained accurate records while ensuring data privacy and compliance.
- Communicated effectively with diverse clients and handled high inquiry volumes under pressure.
- Provided accurate product and policy information to enhance customer satisfaction.
- Escalated complex cases when necessary and supported service improvement initiatives.

Certification:



- OSHA Safety Training Certified
- Certified First Aider

2025

Education:



Intermediate (Pre-Engineering)
Punjab Group of Colleges Pakistan

2020



Matriculation (Computer Science)
Allied School , Pakistan

2018

Computer & Software Skills:

- MS Word
- MS Excel
- MS Power Point
- Z Axis
- Chat GPT
- AI Tools
- Operating System
- Data Entry
- Keyboard Shortcuts

Professional Certificates:

Languages:

English | Fluent

Urdu | Fluent

Hindi | Fluent

Punjabi | Fluent

Arabic | Basic

Personal Information:

Marital Status: Single.

Nationality: Pakistan.

References:

Will be furnished upon request