



Rukhsana Khan

0509420654
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EDUCATION

**Miami Dade College, Miami,
Florida, USA**

College Credit Certificate in
Business Entrepreneurship

July 2012 - May 2013

**Karakorum International
University, Gilgit**

Bachelors of Arts

July 2008 - April, 2010

SKILLS

- Good organizational and time management skill.
- Good team player and good interpersonal skills.
- Customer service
- MS – Office

LANGUAGES

- English
- Urdu

ACHIEVEMENT

Fulbright Scholarship – Community
College Initiative Program

Miami Dade College 2012 – 2013

Extra-Curricular Activities

- Member of Pakistan U.S Alumni Network
- Member of Phi Beta Lambda (Business Student Leadership Fraternity)
Florida Chapter (2012 – 2013)

Self-motivated and organized with an ability to multi-task while dealing with diverse demands. Seeking an Office Admin position where my clerical and customer care skills along with front desk operations management expertise will be fully utilized.

EXPERIENCE

Metafitnosis

Gym Receptionist 03.2022 – 05.2022

- Welcomed members and guests and made sure they had an excellent workout
- Collected payments renewed memberships and resolved billing issues
- Filed and maintained records

The First Microfinance Bank Sost

Banking Intern 01. 2020 - 04. 2020

- Responsible for processing loan appraisals. Understanding banking rules applying them accordingly.
- Loan disbursement and responsible for recovery follow-ups.

Serena Hotel Islamabad

Front Desk Receptionist 01. 2014 – 12. 2016

- Responsible for planning and coordination of the provision of friendly, efficient services to guests.
- Responsible for day to day communication, book keeping, finding issues and addressing them. This also check-ins and check-outs of not customers but also group tours, official & business guests.
- Assisted all departments to work together and improve guest experience
- Handled guest inquiries, complaints and resolve the issue.

Visitor Center Miami Beach

Administration Assistant 03. 2013

- Support to Executive Director
- Handled daily administrative tasks
- Reception & public relations and provide information about different organization.
- Telephone correspondence