

Norah Shazad

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EDUCATION

University of North Texas, Denton, TX — B.A. in Psychology

AUGUST 2019 - MAY 2023

Minors: Criminal Justice, Human Development Family Studies, Marketing

EXPERIENCE

McKinney Islamic Association, McKinney, TX — Administrative Assistant

NOVEMBER 2024- PRESENT

- Managed virtual office operations and coordinated remote team schedules and meetings.
- Prepared and edited documents, reports, and presentations using cloud-based tools.
- Maintained digital filing systems and ensured efficient retrieval of information.
- Assisted with bookkeeping tasks, including invoice processing and expense reports.
- Handled internal and external communications, including emails, newsletters, and announcements.

Cendien, Carrollton, TX — Sales Support Analyst

MARCH 2023 - NOVEMBER 2023

- Analyzed strategic sales opportunities, optimizing revenue and market share.
- Developed comprehensive summaries for streamlined proposal development.
- Led and coordinated the sales team, fostering dynamic collaboration.
- Conducted semi-weekly meetings for informed team dynamics.
- Tracked registrations, ensuring compliance with regulatory requirements.
- Compiled and structured critical company documents using Adobe for efficient proposal submission.
- Provided market intelligence to enhance competitiveness.

UNT CHDC, Denton, TX — Receptionist

JANUARY 2022 - MAY 2023

- Efficiently managed calls and emails with a prompt and courteous approach.
- Scheduled client appointments, ensuring a streamlined process.
- Conducted meticulous data entry using the Titanium database.
- Upheld high standards of cleanliness and professionalism.
- Provided information to walk-in clients, maintaining a welcoming environment.

UNT ACCESS, Denton, TX — Peer Mentor

AUGUST 2020 - JUNE 2021

- Utilized data analysis to assess freshmen mentees' progress, offering personalized advice.
- Engaged in weekly embassy meetings, utilizing data-driven insights.
- Submitted regular reports to foster collaborative mentorship.
- Contributed to progress reports and risk analysis with data-driven strategies.

Children's Lighthouse Learning Center, Frisco, TX — Classroom Teacher

JUNE 2018 - MARCH 2020

- Delivered educational content, focusing on fundamental concepts.
- Maintained transparent communication with parents.
- Generated weekly reports on developmental progress.
- Developed and implemented customized lesson plans.
- Facilitated creative learning opportunities for an enriched educational experience.

SKILLS

Microsoft Office

CRM Expertise - HubSpot

Process Optimization

Data Analysis

Database Management

VOLUNTEERING & ACHIEVEMENTS

McKinney Community Administration

**Community Center of Frisco Seasonal
Pre-School Educator**

**Community Center of Frisco MUHSEN
Respite-Certified Volunteer**

**Independently Published Author of 3
Poetry Books**

UNT Eagle Excellence Scholarship

UNT Magna Cum Laude Graduate

UNT Community Cord Recipient

LANGUAGES

Memoni: Native English: Mastery

Spanish: Advanced Urdu: Mastery

ASL: Intermediate