

# BASIT ALI

## Business Support Specialist / Virtual & Technical Assistant

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ibasit.com

Rwp/Isb-Pakistan

### EDUCATION

#### Virtual Assistant & Executive Admin Support

##### Sparking Asia- Evening - on Contract

2023 - Present Rawalpindi

Provided support to international clients by managing email campaigns and CRM systems. Conducted relevant research to assist in lead generation and business development.

- Improved lead conversion rates through enhanced email campaign strategies and outreach efforts.

#### IT Support & Assistant

##### ETPB MoRA (Gov) - on Contract (Completed)

2022 - 2024 Pak secretariat, F-5/1, Islamabad

Worked as an Assistant to the Chairman, providing IT support during official Ministry meetings, arranging meetings, handling guests, preparing official drafts and presentations, and assisting in court as a Court Assistant.

- Provided impeccable IT support during Ministry meetings, ensuring smooth and uninterrupted technical operations.
- Efficiently arranged and coordinated meetings for the Chairman, facilitating seamless communication and scheduling.
- Prepared high-quality official drafts and presentations, contributing to clear and effective communication of key messages.
- Assisted in court proceedings as a Court Assistant, demonstrating reliability and precision in a legal environment.
- Maintained a perfect record of zero complaints while supporting multiple Chairmen and officials over a two-year period.

#### Business Support, Accounts & Technical Assistant

##### Paradise Heights (Pvt) - on Contract (Project Successfully completed)

2020 - 2022 Multigardens, B-17, Islamabad

As a Technical & Account Assistant, I managed a diverse range of responsibilities, including office and finance operations, project management, and account oversight. I ensured the seamless operation of IT and CCTV systems, contributed to graphic design projects, and enhanced the company's online presence through effective social media and Google Maps management. My role required a blend of technical proficiency and creative skills, allowing me to drive visibility, generate leads, and support overall organizational goals.

- Excelled as a Technical & Account Assistant by effectively managing office and finance operations, including sourcing, deployment, project management, and account oversight.
- Ensured seamless IT and CCTV system operations with technical expertise, contributing to the overall efficiency of the organization.
- Enhanced visual communications through skilled graphic design, improving the quality and impact of marketing materials.
- Boosted online presence and lead generation by expertly managing social media and Google Maps, significantly expanding reach and engagement.
- Demonstrated a proactive approach and exceptional proficiency in multiple areas, proving to be a versatile and invaluable team member.

#### Customer Support (Email-Chat), Medical Biller, VA

##### Kareemya technologies (US), Freelance, Sequel Technologies (US)

2019 RWP/ISB/Remote

I gained diverse experience by managing customer emails and providing assistance through chat and email for BlueCorn, as well as handling inquiries about insurance claims with companies like Humana and BCBS. Additionally, I assisted with research on international crypto exchanges, document research, and lead data management.

- Managed customer communications effectively through email and chat for BlueCorn, ensuring timely and accurate responses.
- Handled insurance claim inquiries with precision, liaising with companies such as Humana and BCBS to resolve issues and provide necessary information.
- Conducted in-depth research on international cryptocurrency exchanges, enhancing the team's understanding of global market trends.
- Supported document research and data management for leads, contributing to organized and efficient information handling.

### PROFESSIONAL SUMMARY

Experienced Business Support Specialist adept in lead generation, data research, email outreach, and customer relationship management. Proficient in project coordination and IT support, with a proven track record of enhancing operational efficiency and delivering results.

### KEY ACHIEVEMENTS

- Throughout my career, I have successfully balanced academic pursuits with professional work, consistently delivering impactful results on international projects. My ability to secure a role within a prestigious Ministry and effectively support senior officials highlights my exceptional skills in managing complex workflows and enhancing operational efficiency. Recognized for my dedication and professionalism, I have consistently made a positive impact, proving my capability to thrive in high-stakes environments.

### SKILLS

Business Support	Lead Generation
Virtual Assistance	Technical Assistance
Project Management	IT Support
Graphic Design	Social Media Management
Data Management	Data Research
Team Management	Wordpress

### EDUCATION

#### BS Computer Science

FUFAST, Islamabad

2019 - 2023

### CERTIFICATION

Certificate in IT (NAVTC)

### LANGUAGES

Urdu & Pushto Native

English Writing (Emails- Live Chat Support)

## EDUCATION

BS. Computer Science (4-years)

**FUUAST ISLAMABAD**

2019 - 2023 Islamabad

3.53 out of 4 CGPA

FSC Pre Engineering

**I.M.C.B.I-10/1**

2017 - 2019 Islamabad

B Grade

MATRIC

**I.M.C.B.I-10/1**

2017 - 2017 Islamabad

A Grade

## FIND ME ONLINE



**Linkedin**

basit-ali-93573b1b2



**Website**

ibasit.com



**Blogs**

ibasit.com/blog

## LANGUAGES

**English**

Speaking



## CERTIFICATION

**Certificate in IT**

NAVTCC, Islamabad

## INDUSTRY EXPERTISE

**Research Lead Generation**



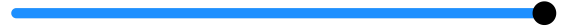
**Business Support**



**Virtual Assistance**



**IT Support**



**Technical Assistance**



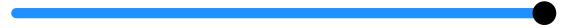
**Data Market Research**



**Data & Record Management**



**Out Reaching & Client Support**



**Project Management**



**Graphic Design**

