

## FRONT DESK & CUSTOMER SERVICE ASSOCIATE

# MALIK ASJAD HAYAT BASIT

## WORK EXPERIENCE

### COMPUTER OPERATOR

Sep 2023- Present

A R G For Project Management Services Est.  
Dubai, United Arab Emirates

- From project details to current business agreements, transformed data into an organized and accessible digital landscape, boosting operational efficiency and transparency.
- Expertly engaged clients via phone, resulting in significant growth in new construction and maintenance business

### BATTALION CLERK

Nov 2019- Jun 2023

Army Medical College  
Rawalpindi, Pakistan

- Proficiently managed sensitive information and crafted official letters, guaranteeing accuracy and audit compliance.
- Leveraged military budget expertise to implement rigorous financial processes and ensure impeccable record-keeping.
- Leveraging years of experience in administrative, clerical, and receptionist roles to optimize workflows and cultivate positive relationships.

### PROGRAMMER

Aug 2019- Nov 2019

QUALVEN  
Rawalpindi, Pakistan

- Backend programmer leveraging SQL, PHP, Java, and web development fundamentals. Notable projects: PCRWR DBMS & Schoola.

### CUSTOMER SERVICE EXECUTIVE

Mar 2019- Aug 2019

Ibex  
Islamabad, Pakistan

- Provided efficient assistance and exceeded customer expectations as a Customer Service Executive at Jazz 111 helpline.

### CUSTOMER SERVICE REP

Sep 2018- Mar 2019

MOHAFIZ  
Rawalpindi, Pakistan

- Transformed lives through innovative call outreach, bridging the gap between blood donors and patients across Pakistan, spearheading vital nationwide donation drives.

### CUSTOMER SERVICE REP

Mar 2014- Jun 2016

MILESTONE Tech.  
Rawalpindi, Pakistan

- Developed consultative sales approach to educate US homeowners on solar energy benefits, exceeding targets and closing deals through trust and expertise.

### CUSTOMER SERVICE REP

Dec 2012- Dec 2013

NASH Office  
Rawalpindi, Pakistan

- Implemented strong communication and sales skills to achieve success in a USA-based solar equipment installation campaign.

## ABOUT

Solution-driven professional with a proven track record of exceeding expectations. Eager to leverage my communication, administrative, and technical prowess to streamline operations and drive success within a vibrant team.

## SKILLS


- Administrative support / Clerical
- Data recording
- Client engagement
- Business development
- Project management
- Digital record-keeping
- Sensitive information management
- Official correspondence
- Guest interaction
- Record-keeping
- Financial accountability
- Event expense management
- Audit readiness
- Web Development


## LANGUAGE

Urdu	_____	Native
English	_____	Fluent
Hindi	_____	Fluent
Punjabi	_____	Fluent

## CONTACTS

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 Deira, Dubai, UAE

# MALIK ASJAD HAYAT BASIT

## EDUCATION

**Intermediate - High School Degree**  
Army Public School & College Askari XIV  
Rawalpindi, Pakistan

Jan 2013- Dec 2014

**Matriculation - Secondary School Degree**  
Army Public School & Degree College  
Multan, Pakistan

Jan 2011- Dec 2012

## PROFESSIONAL DEVELOPMENT

**Community Action for Disaster Response (CADRE)**  
RESCUE 1122  
Lahore, Pakistan

26 Feb 2018 -1 Mar 2018

Awarded by RESCUE 1122, this prestigious program selected me among leaders across Pakistan for middle-management training. I gained valuable skills in rapid response to various emergencies, including fire spread, earthquake casualties, and basic first aid/CPR. This training equips me to contribute effectively to community safety and disaster preparedness.

## ACHIEVEMENTS & CERTIFICATIONS

**AUTO CAD (Civ / Mech) – 08**  
Fauji Foundation Technical Training Center  
Rawalpindi, Pakistan

5 Jan 2015 – 27 Feb 2015

**Computer Hardware Repair – 31**  
Fauji Foundation Technical Training Center  
Rawalpindi, Pakistan

29 Sep 2014 – 13 Mar 2015

## SOFTWARES / APPLICATIONS KNOWLEDGE

- Microsoft Office Suite
- CRM / DBMS
- Photoshop
- Google Applications
- WordPress
- Blender
- Canva
- All Social Media Platforms

## SUMMARY

Front-of-house powerhouse with a talent for streamlining. I expertly juggle clerical duties, data entry, and receptionist finesse, ensuring smooth operations and exceeding customer expectations. My adaptability and tech-savvy nature make me a seamless addition to any team, while my organizational skills and communication charm keep the workflow flowing. Let me put my multi-faceted skills to work and elevate your organization's efficiency.