



Ahtisham Bashir

Date of birth: 26 Jun 1994 | **Nationality:** Pakistani | **Gender:** Male |

Phone number: (+92) 03137380971 (Mobile) | **Email address:**

ahtishamb068@gmail.com | **WhatsApp Messenger:** +923046719122 |

Address: Chak #491 GB Tahsil Tandlian Wala Dist Faisalabad, 38000, Faisalabad, Pakistan (Home)

● ABOUT ME

Detail-oriented and results-driven Database Assistant with a strong background in managing databases, data analysis, data entry and providing excellent customer service. Seeking a position where my technical skills and customer-centric approach can contribute to the efficient operation of an organization. here...

● WORK EXPERIENCE

1 NOV 2017 – 31 DEC 2021 Toba Tek Singh , Pakistan

DATABASE ASSISTANT ATTIA WELFARE SOCIETY

Database Management: Administering and maintaining databases to ensure efficient data storage and retrieval.

Implementing database security measures to protect sensitive information.

Data Entry and Maintenance: Inputting, updating, and verifying data to maintain accurate and up-to-date records.

Performing regular data cleaning and validation procedures.

Backup and Recovery: Developing and implementing data backup and recovery procedures to prevent data loss.

Testing and executing backup and recovery plans to ensure system resilience.

Performance Optimization: Collaborating with teams to analyze database requirements and optimizing database performance.

Conducting routine performance tuning to enhance system efficiency.

Query Resolution: Addressing queries and issues related to database functionality and data discrepancies. Investigating and resolving data inconsistencies promptly.

Documentation: Creating and maintaining documentation related to database structures, procedures, and configurations.

Keeping records of database changes and updates.

Collaboration: Coordinating with cross-functional teams to understand data needs and requirements.

Providing technical support and guidance to other departments as needed.

Security Compliance: Ensuring databases comply with security standards and policies.

Monitoring user access and permissions to maintain data confidentiality.

Reports and Analysis: Generating and presenting reports on database performance and usage.

Assisting in data analysis tasks as required.

Training and Support: Training users on database systems and providing ongoing support.

Offering guidance on best practices for data management.

Problem-solving: Identifying and resolving database-related issues in a timely manner.

22 JUN 2022 – 31 JUL 2023 Lahore , Pakistan

CUSTOMER SERVICE REPRESENTATIVE DAEWOO EXPRESS PAKISTAN

Issue Resolution: Resolving customer problems, complaints, and requests promptly and professionally. Escalating complex issues to higher-level support as needed.

Product/Service Knowledge: Maintaining a comprehensive understanding of the company's products or services to effectively assist customers.

Communication: Communicating clearly and empathetically to ensure a positive customer experience. Providing step-by-step guidance and instructions to customers.

Record Keeping: Documenting customer interactions, issues, and resolutions in the customer relationship management (CRM) system.

Feedback Handling: Collecting and analyzing customer feedback to identify areas for improvement. Providing feedback to relevant departments to enhance products or service.

Policy Adherence: Adhering to company policies and procedures while assisting customers. Ensuring compliance with regulatory and industry standards.

Cross-functional Collaboration: Collaborating with other departments, such as sales or technical support, to address customer needs effectively.

Upselling and Cross-selling: Identifying opportunities to promote additional products or services to customers.

Contributing to revenue generation through upselling and cross-selling initiatives.

Training and Development: Participating in training sessions to stay informed about product updates and service changes.

Continuously improving knowledge and skills related to customer service

Time Management: Managing time effectively to handle a high volume of customer inquiries while maintaining quality service.

Conflict Resolution: Resolving conflicts or disputes between customers and providing solutions that align with company policies.

Business or Sector Transportation and storage | **Department** Customer Service

● DIGITAL SKILLS

MS Excel | SQL | MS Office | Ms PowerPoint | MS Word | Digital Marketing | MYSQL | Data Collection | SQL Server | Data Entry | Data Cleansing | Data Visualisation | Data Analysis | Data Handling | Python | Google Spreadsheet | Google forms | Report writing | Presentation

● EDUCATION AND TRAINING

1 NOV 2013 – 31 OCT 2017 Faisalabad, Pakistan

BS ELECTRICAL ENGINEERING TECHNOLOGY National College of Business Administration and Economic

Electrical Engineering Technology is a field that focuses on the practical application of electrical engineering principles. It prepares individuals to work as engineering technicians or technologists who can support the design, development, testing, and maintenance of electrical and electronic systems. The main subjects and occupational skills covered in Electrical Engineering Technology typically include:

1. Electrical Circuit Analysis: Understanding of basic electrical circuits, including Ohm's law, Kirchhoff's laws, and circuit analysis techniques.

2. Electronics: Study of electronic components, devices, and circuits, including semiconductors, diodes, transistors, and operational amplifiers.

3. Digital Electronics: Learning about digital logic circuits, binary systems, flip-flops, and digital design techniques.

4. Electric Power Systems: Knowledge of power generation, transmission, and distribution systems, including transformers, generators, and power quality.

5. Control Systems: Study of control theory, feedback systems, and the design of control systems for various applications.

6. Electrical Machines: Understanding of electric motors and generators, including their operation, control, and maintenance.

7. Microcontrollers and Embedded Systems: Programming and interfacing microcontrollers, as well as designing embedded systems.

8. Instrumentation and Measurement: Techniques for measuring electrical parameters, calibration, and data acquisition systems.

9. Industrial Automation: Knowledge of automation systems, PLCs (Programmable Logic Controllers), and SCADA (Supervisory Control and Data Acquisition) systems.

10. Electric Circuits and Wiring: Designing, building, and troubleshooting electrical circuits and wiring systems.

11. Electrical Safety: Awareness of safety protocols, codes, and standards to ensure safe operation of electrical equipment.

12. Communication Systems: Principles of communication systems, including analog and digital signal processing, modulation, and transmission.

13. Renewable Energy and Sustainable Technologies: An introduction to renewable energy sources and energy efficiency technologies.

14. Power Electronics: Understanding of power electronic devices and their applications in controlling and converting electrical energy.

15. Technical Drawing and CAD (Computer-Aided Design): Developing the ability to create and interpret

electrical schematics and use CAD software for design.

16. Troubleshooting and Maintenance: Skills in diagnosing and repairing electrical and electronic systems.

17. Project Management: Basic project management skills to organize and oversee electrical engineering projects.

Website <https://ncbae.edu.pk/> | **Field of study** Electrical Engineering | **Final grade** A | **Number of credits** 120

15 DEC 2021 – 15 MAR 2022 Lahore, Pakistan

E-COMMERCE FREELANCING TRAINING Punjab Information Technology Board (PITB)

Ecommerce freelancing training typically covers a range of subjects and occupational skills to prepare individuals for a career as freelancers in the field of e-commerce. These training programs aim to provide a well-rounded education in various aspects of e-commerce, including:

1. Ecommerce Fundamentals:

Understanding the basics of e-commerce, including how online businesses operate and generate revenue.

2. Market Research:

Conducting market research to identify profitable niches and products.

- Analyzing market trends and consumer behavior.

3. Ecommerce Platforms:

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- Setting up and configuring e-commerce websites.

4. Product Sourcing and Management:

- Identifying reliable suppliers and sourcing products.

- Managing product listings, inventory, and pricing.

5. Ecommerce Marketing:

- Digital marketing strategies for e-commerce, including SEO, social media marketing, and email marketing.

- Paid advertising campaigns (e.g., Google Ads, Facebook Ads).

6. Content Creation:

- Creating compelling product descriptions, images, and multimedia content.

- Writing blog posts and articles for content marketing.

7. Website Optimization:

- Optimizing e-commerce websites for user experience and conversion rate.

- A/B testing and CRO (Conversion Rate Optimization) techniques.

8. Payment and Shipping:

- Understanding payment gateways and integrating them into the e-commerce site.

- Managing shipping and fulfillment options.

9. Customer Service:

- Handling customer inquiries, complaints, and returns.

- Building strong customer relationships.

10. Analytics and Reporting:

- Using analytics tools to track website performance and sales.

- Generating reports to measure key performance indicators (KPIs).

11. Legal and Compliance:

- Knowledge of e-commerce regulations, privacy policies, and terms of service.

- Understanding tax and legal requirements.

12. Freelancing Skills:

- Freelance business management, including client communication and project management.

Website <https://pitb.gov.pk/> | **Field of study** Business, administration and Digital Marketing | **Final grade** A

LANGUAGE SKILLS

Mother tongue(s): **PANJABI; PUNJABI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
URDU	C1	C1	C2	C2	C1
ENGLISH	B1	B1	B1	B1	B2

● **ADDITIONAL INFORMATION**

ORGANISATIONAL SKILLS

Excellent communication and interpersonal skills

Problem-solving and analytical thinking.

Time management and multitasking abilities.

Planning and Scheduling

Customer Satisfaction Measurement

Task Prioritization

Task Prioritization

Attention to Detail

Self Motivated

Time Management

Report Writing

Customer Handling

PROJECTS

1 JUN 2017 – 30 JUL 2017

Commercial Power Saver Project Our project proposes to minimize the energy consumption and thus reduce the power loss in industries and establishments by making use of a number of shunt capacitors. This substantially reduces the electricity bill in industries and establishments.

HOBBIES AND INTERESTS

Tourism

Islamic History