# MUHAMMAD BASIT

# IT ANALYST

Muroor 31, Abu Dhabi, UAE +971-54-5419787 basit.ae@outlook.com

# PROFILE SUMMARY

To obtain an entry-level information technology position with Brighton Company where I can utilize my proficiency in IT systems and experience with information extraction to benefit the organization's IT department.

## **PROFESSIONAL SKILL**

MS OfficePHPDatabaseHTML/CSS/JSC/C++C SharpJavaData ScienceMachine LearningArtificial Intelligence

## **TECHNICAL SKILL**

YouTubing	SEO
Affiliate Marketing	SMM
Email Marketing	Telemarking
SMS Marketing	Team Leading
Cricical Thinking	Innovative Thinking

# EDUCATION

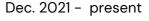
Master of Science in Mathematics	2021 - present
University of Sargodha, Pakistan	
Shows respect for teachers and peers. Treats school property	
and the belongings of others with care.	
Bachelor of Science in Mathematics	2012 - 2014
University of Punjab, Pakistan	
Shows respect for teachers and peers. Treats school property	
and the belongings of others with care.	

# WORK EXPERIENCE

## **Customer Service Officer**

#### Al Fardan Exchange, Abu Dhabi, United Arab Emirates

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents





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## **Customer Service Officer**

## Spark Sole Proprietorship, Dubai, United Arab Emirates

- · Monitor the operation and security of all computer hardware and ensure that it is operating properly
- Serve as a primary contact for all servicing of computers, printers, etc.
- Maintain a sufficient inventory of all office and computer supplies
- Maintain all hardware and software logs updated as per departmental working procedures
- · Maintain the documentation of all hardware configuration and inventory
- Maintain the documentation of the telephone system configuration and all MPT lines
- Understand all the department working procedures and perform the related tasks as described

### **IT Consultant**

## Habib Bank Limited, Wah Cantt, Pakistan

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## **IT Consultant**

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## LANGUAGES

English Urdu

Arabic Punjabi

## SPORTS

Cricket Footbal Table Tennis

Hockey **Badminton** Net Ball

Sep. 2014 - Dec. 2015

Feb. 2017 - Oct. 2021

Jan. 2016 - Jan. 2017

