

HUMZA ASIM

Administrative Professional

CONTACT

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Naval Anchorage, Islamabad

SKILLS

Digital & Technical

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- E-Commerce Operations (Walmart platform)
- IT hardware/software support & maintenance
- CRM & database management

Soft Skills

- Team management & collaboration
- Written & verbal communication
- Scheduling & calendar management
- Conflict resolution

EDUCATION

Bachelor of Commerce (B.Com)

University of Karachi
Oct 2015

Certificate in Information Technology

IBA, Karachi
Dec 2016

LANGUAGES

English — Fluent

PROFESSIONAL PROFILE

Motivated and reliable administrative professional with over a decade of diverse experience spanning administrative support, IT technical operations, sales, and customer service. Demonstrates strong communication, organisational, and computer skills with a proven ability to manage tasks efficiently and support teams in fast-paced environments.

WORK EXPERIENCE

Administrative Assistant | Sept 2025 – June 2026

ACE Solar Company · Islamabad, Pakistan

- Provided comprehensive administrative support to office staff and management to ensure efficient daily operations.
- Handled incoming calls, emails, and inquiries with professionalism and accuracy.
- Maintained organised filing systems — both digital and physical — for quick access to records.
- Prepared and proofread documents, reports, and correspondence with attention to detail.
- Scheduled appointments, meetings, and coordinated calendar activities.
- Assisted in organising internal meetings, events, and travel arrangements.
- Performed data entry and updated databases with employee, client, and project information.
- Coordinated projects by capturing timelines and strategies, and delivering progress updates.

IT Technical Support | Nov 2019 – July 2025

Sync & Secure Company Pvt. Ltd · Karachi, Pakistan

- Ensured operation of equipment through preventive maintenance, repairs, and evaluation of new technologies.
- Conducted customer needs analysis and presented appropriate solutions.
- Installed and configured hardware and software components to ensure usability.
- Troubleshoot hardware and software issues and upgraded systems for software compatibility.
- Installed and maintained anti-virus software to ensure security at the user level.
- Provided first-line support to users and managed new user account creation and password issues.
- Performed tests and evaluations on new software and hardware; built strong inter-departmental relationships.

Sales Executive | April 2017 – Aug 2019

Investime Builders & Developers · Karachi, Pakistan

- Built and maintained strong relationships with new and existing customers.
- Presented, promoted, and sold products and services using persuasive, evidence-based arguments.
- Conducted market research to identify selling opportunities and evaluate customer needs.
- Prepared and delivered presentations, product demonstrations, and trade show representations.
- Created new sales strategies and methods to help the team reach monthly revenue goals.

Customer Support Representative | May 2013 – Aug 2014

E-Data Solution Pvt. Ltd · Karachi, Pakistan

- Handled customer inquiries via phone, email, chat, and in-person with professionalism.
- Resolved customer complaints and issues promptly while building and maintaining positive relationships.
- Maintained accurate customer interaction records and transaction logs in CRM systems.
- Assisted customers with placing orders, tracking shipments, and processing returns or refunds.