

MUHAMMAD USMAN

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"I'm seeking a position as a **"Virtual Assistant"** in a company where I can do good deeds and pursue a long-term career. Since this was a change in my employment, I completed my training at ActiveKey Solutions, where I learned about certain specialized Administrative support tools listed below."

SKILLS

- Basic Graphic Designing
- Basic Video Editing
- Web Designing
- Digital Marketing
- Project Management
- Customer Support
- Administrative Support
- SMM
- HTML, CSS

TOOLS

- JIRA
- Premiere Pro
- Canva
- Visual Studio
- Github
- Slack
- Teams
- MS Office

EXPERIENCE

10/2020 – 10/2022

Customer Service Agent, MINDBRIDGE

- My tenure as a Customer Support Specialist at Mind Bridge has been marked by a commitment to delivering exceptional service, resolving customer issues effectively, and contributing to the overall success of our customer support team. I remain dedicated to upholding the highest standards of professionalism and customer satisfaction in every interaction.

03/2019 – 09/2020

Administrative Assistant, ACTIVEKEY SOLUTIONS

- My experience as a Health Insurance Claims Analyst has honed my expertise in healthcare insurance operations, claims management, and compliance. I remain dedicated to upholding the highest standards of accuracy, efficiency, and customer service, furthering the mission of BCBS Health Insurance Corporation to provide accessible and reliable healthcare coverage to our policyholders.

04/2018 - 01/2019

Data Entry Coordinator, SYSTEMS LIMITED

- My role as a Deed and Mortgage Specialist has provided me with a deep appreciation for the complexities of real estate transactions and the importance of precision and compliance in this field. I am dedicated to maintaining the highest standards of professionalism and accuracy while contributing to the success and reputation of Systems Limited Mortgage & Title Services.

EDUCATION

2018 – 2022

BACHELOR'S IN BUSINESS ADMINISTRATION

University of South Asia, Lahore

2016 – 2018

INTERMEDIATE IN PRE-ENG

Lahore Board, Lahore

2014 – 2016

MATRICULATION

Latif Education High School, Lahore

VERIFIED CERTIFICATES

- **Web Development Bootcamp** – Udemy
- **Stock Market Investing** – Udemy
- **Introduction to Networking** – edX
- **IELTS**– AEO

REFEREES

Would be furnished on Demand