

AHMAD SHAYAN TARIQ

DEVELOPMENT, VIRTUAL ASSISTANT

Summary

Always ambitious to learn new skills and grow myself. I believe in working hard and smart. One can be successful in achieving their goals if one is determined and focused enough on it.

Projects

- 2022

BUSSINET ECOMMERCE STORE (FYP)
Allama Iqbal Open University
Completed the project of developing an e-commerce online store website, along with my fellows. An e-commerce website featuring the vendor, customer and administrator profile management. The user can create their own online store there and also manage it conveniently, and can do the retail and wholesaling business there.
- 2021

UNIVERSITY AND COLLEGE FINDER APP
Allama Iqbal Open University
Developed the application with my fellows, which is based on XML and Java. This app features the database of Universities and Colleges that are available in 5 major cities (LHR, ISB, KHI, QTA, PEW). The user of the app will be able to find a University and College and will be able to get information about the institution, and the user will also be able to visit the website of the institution from the app.

Work Experience

CLIENT PROJECT MANAGER

Crecentech Pvt. Ltd., Lahore | Feb 2023 - Present

Achieving client satisfaction by managing their project account and helping them grow their business of real-estate in the US.

Maintain the KPI's, and generate DPR's for better understanding and performance assessment.

Communicating with the client and discussing the strategies and new ways to innovate the business and boost the productivity.

Monitor the processes and flow of the campaigns, activities and tasks in order to make sure there are no discrepancies.

Personal information

Full name

Ahmad Shayan Tariq

Birthdate

April 26, 1999

Gender

Male

Residence

Lahore, Punjab, Pakistan

Nationality

Pakistani

Achievements

Assistant Manager Promotion



Was promoted directly to Assistant Operations manager while working at Diem due to my exceptional performance based on my dedication and skills.

Competences

- ✓ Organizing processes
- ✓ Good communication building
- ✓ Management of teams and work load
- ✓ Fast-paced learning and hands-on
- ✓ Time allocation to maximize efficiency
- ✓ Productive & Growth mindset
- ✓ Risk assessment
- ✓ Creative thinking
- ✓ Project management
- ✓ Customer Success

Skills

English Communication

Speaking

Writing

Improvisation



Management

Organizational

Multi-tasking

Team management



FINCRIME SUPPORT SPECIALIST

Ferotek Mindbridge, Lahore | Jul 2022 - Jan 2023

Providing support on a live chat, to the users regarding their bank account status.

Maintaining the FCA rules and regulations and keeping the user up-to-date with the ongoing activities on their account.

Assisting the user in their funds and asset management.

MARKETING AND A&R EXECUTIVE

Vortex Marketing Company, Lahore | May 2022 - Jul 2022

Worked there as an internee and gained experience in working with various artists in the US to help them grow their fanbase and get them proper exposure by selling them social media marketing packages via Instagram video calling.

ASSISTANT OPERATIONS MANAGER

Diem Technologies Inc, Ottawa | Jul 2021 - May 2022

Team Management, such as, setting shift schedules for the team members, guiding the team about different processes.

Introducing new processes and documenting them and training the team on them.

Managing the PayPal billing accounts, for full-refund, partial-refund, dispute case investigation and handling.

Handling of disputes, maintaining the good relation and providing a satisfactory resolution suitable for both the client and the worker.

VIRTUAL ASSISTANT SERVICE

Digitech Outsourcing Solutions, Lahore | Mar 2018 - Feb 2021

Airbnb - A rental property situated in Las Palmas, LA, where I provided virtual support to the clients via chat/call support. Management of the appointment booking of clients, including the setting up keycafe of the booking, inspection of the amenities of booking, and also worked as a liaison between the client and building management there.

CourseKey MyTA - Provided live chat support to both students and instructors. Management of the assessment mark sheets and composing of the assessments of different courses, requested by instructors of different colleges and universities in the US.

Cleverbytes Inc - Provided email support there, managed the clients account memberships, profiles and subscription billing from WordPress backend of the website.

CUSTOMER SUPPORT SPECIALIST

Digitech Outsourcing Solutions, Lahore | Mar 2018 - Feb 2021

Provided email and live chat support on projects of different fields which are, 3R Technology Inc, TimeCamp, Dexter Homecare, FitTea, HappyTea, Canadian General Contractors, Hassanet, Rovia Healthcare.

Technical skills

MS Word & MS Excel
Computer operation skills



Programming skills

PHP
HTML5
CSS
JavaScript



Additional activities

⚡ Foodie

⚡ Video gaming and anime streaming

⚡ Calisthenics workout

⚡ Sketching

Contact

🏠 Lahore

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🔗 <https://github.com/ahmadshayan98>

Education

BS COMPUTER SCIENCE

Allama Iqbal Open University, Lahore | 2018 - 2022

Bachelor's in the degree of Computer Science field

INTERMEDIATE

Govt. College of Science, Lahore | 2015 - 2018

Faculty of Pre-engineering