

BASIL ABBAS

Administrative Support Specialist

Federal B Area, Karachi

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www.instagram.com/iambasilabbas

PROFESSIONAL SUMMARY

Reliable and organized Administrative Support Specialist with 3+ years of experience in office-based back-office operations for international clients. Proactive in solving admin issues, managing documents, and preparing reusable templates. Known for punctuality, structured routines, and calmness under pressure. Delivering consistent results through disciplined workflows and clear communication in a fast-paced office environment.

TECHNICAL SKILLS

- Fast & Accurate Typing (60+ WPM)
- MS Office (Excel, Word, PowerPoint)
- Google Workspace (Docs, Sheets, Gmail)
- Box & Google Drive – Secure Document Handling
- CRM & Data Entry Operations
- Email, WhatsApp & Admin Communication
- Meeting Minutes Writing
- Attention to Detail & Time Management
- Sticky Notes & Manual Task Tracking
- Template Creation & Document Reusability
- Problem-Solving in Admin Tasks
- Time-Disciplined Office Work

EXPERIENCE

Administrative Support Specialist – Office Based

BPO Group July 2025 – Present

- Handle daily email and WhatsApp communication with clients and staff.
- Post jobs, filter resumes, update **CRM**, and manage onboarding documents.
- Use **HelloSign** for secure e-signatures and prepare documents with logos/footers.
- Create and manage invoices and payslips in **Xero**.
- Schedule shifts using ShiftCare and report incidents via **MSMW**.
- Maintain secure document storage using **Box**, with password protection.
- Prepare reusable templates for agreements and formal communications.
- Follow structured daily work routines: fixed hours, breaks, and reminders.
- Draft meeting minutes during internal admin calls and follow up on pending items.
- Stay calm and productive during internet/tool crashes with quick recovery.

Team Leader / Sales Executive

Quantic Solutions Feb 2021 – May 2025

- Maintained sales data and customer records.
- Streamlined documentation, improving efficiency by 20%.
- Trained junior staff on basic data entry and reporting tools.

EDUCATION

BS in Information Technology (In Progress)

Virtual University of Pakistan — Enrolled: 2025

Intermediate in Computer Science

Govt. Degree College, New Karachi — 2022

Matriculation (Biology)

Metropolitan School, Gulberg — 2020

CERTIFICATIONS & ACHIEVEMENTS

Graphic Design Certification – GFX Mentor

AI Fundamentals – Dhruv Rathee

Most Punctual Employee – Quantic Solutions (2022)

LANGUAGE PROFICIENCY

English: Intermediate

Urdu: Native