

# Aleena Batool

Customer Success | Growth | Digital Marketing | QA | Communications | CRM



linaxaidi786@gmail.com



<https://bit.ly/3urt243>



+92 (305) 4136005



aleenazaidee

## Why Aleena?

- Proven remote work specialist with a strong work ethic and self-motivation.
- Accomplished virtual and executive assistant skilled in optimizing efficiency and communication.
- Successful track record in customer support, lead generation, and ensuring customer success.
- Proficient in managing digital media, utilizing various tools, CRMs, and integrating bots.
- Exceptional organizational and quality assurance skills for delivering top-notch support services.
- Versatile in CRM utilization, demonstrating adaptability to new tools and technologies seamlessly.
- Quality assurance advocate, implementing processes to maintain high standards in support services.
- Quick learner with a knack for integrating bots and automation tools for increased efficiency.

## CORE STRENGTHS & ENABLING SKILLS

- Digital Media Planning
- Project Management
- Customer Centric
- Customer Servicing
- Quality Assurance
- Problem Solving
- Community Specialist
- Peoples Professional
- Tech Savviness

## PROFESSIONAL EXPERIENCE

### MEDvidi, General Support & Planning; CA, USA

Working as “Patient Success Specialist”, Nov 2022 – Present

#### Responsibilities/Accomplishments:

- Managing end to end patient lifecycle
- Ensuring smooth patient onboarding
- Liaising between patients and doctors to ensure seamless experience
- Controlling monthly refund percentage less than 5%
- Managing 85% customer quality index monthly
- **CRM, Intercom, Slack, Dose spot, ASANA, Notion**
- Efficiently using Slack, Asana and notion for pipelines and projects

### SkyElectric Pvt. Ltd., Marketing; Islamabad, Pakistan

Working as “Sr. Communications Officer”, Sept 2020 – Oct 2021

## PROFESSIONAL QUALIFICATIONS

- **GC University, Lahore; Pakistan** (Class of 2019)  
BS – Home Economics

## SYSTEM's LITERACY

- Microsoft Package
- Intercom
- Notion
- CRM
- Slack
- Zoho
- ASANA