

# AISHA IJAZ MALIK

## MULTIPOTENTIALITE

Originating from the health management care system & equipped with information technology-based skills in various realms, from teaching medical anatomy, physiology & terminology to training IT specialists, from using EMRs to CRMs & from healthcare billing & coding to incident management & reporting, from working on human development through social enterprise & catalyst philanthropy to volunteering in non-profit organizations is my brief introduction.



www.AshMalik.com



i.am.ashmalik@gmail.com



MalikAshiii



AishaMalik



Ash Malik

## PROFESSIONAL EXPERIENCE

### Information Technology Service Desk Team Lead, Senior Specialist

World Bank Group & International Finance Corporation (HCL America)

October 2016 – Present

Washington, DC & Remote

- Drive service-focused user experience by serving as an information resource on Bank processes and procedures. Handle coordination & management of troubleshooting & technical support on proprietary & enterprise applications.
- Log detailed incidents, analyze reported issues & create knowledge-base articles.
- Manage staff recruitment, coaching, mentoring, performance evaluation, training & development, & promote a culture of effective teamwork.
- Assist with quarterly service status reports & IT Client Satisfaction Surveys.

### NOC Computer Technical Support Analyst, SF-85P Public Trust Clearance

Lockheed Martin AFSS – Air Flight Service Station (ALTA IT Services)

April 2015 – August 2016

Ashburn, VA

### Front Office Associate, Scheduler

Insight Imaging

March 2014 – April 2016

Fairfax & Arlington, VA

### Assistant Office Manager, Biller, Medical Assistant, Phlebotomist

Centreville Medical Practice

May 2011 – March 2014

Centreville, VA

### Medical Terminology + Anatomy & Physiology Instructor

Court Reporting Institute (Vatterott Educational Centers, Inc.)

April 2012 – September 2013

Arlington, VA

## GLOBAL COMMUNITY INVOLVEMENT

### President

Blue Gold Ambit (Incorporated) & (Private Limited)

April 2017 – Present

USA & Pakistan

- Wide-range international consultancy focused on sustainability & development.

### Executive Administrator & Research Assistant

IKDAR - Imran Khan Developmental Academic Research (501(c)(3) Nonprofit)

November 2015 – Present

Washington, DC & Remote

- Committed to uphold & promulgate diminishing socioeconomic & political values in societies through human development on a perpetual & sustainable basis.
- Administrating all developmental and academic research portfolios, overseeing global operations, planning/coordinating/arranging meetings & conferences, etc.

### Young Leaders Fellow

MALA – Muslim American Leadership Alliance (501(c)(4) Nonprofit)

September 2018 – May 2019

Washington, DC & Remote

- Promoted individual empowerment, independent thought & diversity through leadership development, civic engagement, storytelling & unity.

## PUBLISHED WORK

Rewriting the Fate of Pakistan's Children: Then & Now

December 6, 2019

## INTERVIEWS

Next TV Aap Aur Aap  
PTV World Sky is the Limit  
Tactical Talk with Zain Khan

## ACCOMPLISHMENTS

Awarded Certificate of Achievement in Social Work  
CDC – Cholistan Development Council  
July 2018

Awarded Ambassador for Peace  
Universal Peace Federation  
The Washington Times  
June 2018

## EDUCATION

Bachelor's of Science  
Health Administration & Management

George Mason University  
2020

Associate's of Science  
General Studies  
Northern VA Community College  
2012

Certificate  
Medical Assisting  
ACT College  
2008

## LANGUAGE PROFICIENCY

English	■	■	■	■	■
Urdu	■	■	■	■	■
Hindi	■	■	■	■	■
Punjabi	■	■	■	■	■
Spanish	■	■	■	■	■

## INDUSTRY & TECHNICAL SKILLS

- Sustainable Human Development
- Incident Management
- ServiceNow, BMC Remedy, ITSM
- Cisco AnyConnect, MyConnect
- MS Office Suite
- Hospital Registrar & Admissions
- Pharmacy, Optometry, Dental
- EKG/ECG, In-house Labs

## REFERENCES

Excellent professional references available upon request.