

# Rai Jawad Haider

Islamabad, Pakistan.

0344-527-1007

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## PROFESSIONAL SUMMARY

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Customer service specialist and business development executive with 3 years' experience leading teams in driving organizational growth and revenue. Skilled at developing and implementing comprehensive training programs for staff members to ensure the highest levels of service are delivered consistently.

## EMPLOYMENT HISTORY

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### **Business Development Executive, PROTÉGÉ GLOBAL. Islamabad, Pakistan**

Jan. 2018 – Oct. 2018

In Protégé Global I was working as a Business Development Executive under the company Named Mecial Lien Management based in Corona, California, United States. And the overall Responsibility was:

- To recover and collection of medical bills via e-mails and Phone Calls.
- Analyzing and answering general questions regarding billing statements recover a certain amount accordingly.
- Perform routine collection of medical billing related tasks.
- Answering inquiries regarding Medical billings from Medical Insurance companies on behalf of Doctors from USA California. Process and frequent correspondence on mail.

### **CSR, Touchstone communications. Islamabad, Pakistan**

Mar. 2017 – Dec. 2017

#### **Projects:**

- Home Security.
- Final Expense insurance plan.

Key Responsibilities were:

- Check to ensure that appropriate changes were made to resolve customers' problems.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Solicit sales of new or additional services or products.

### **Billing Specialist, Aunzton communications. Islamabad, Pakistan**

Mar. 2016 – Feb. 2017

#### **STAR LOANS LIMITED UK.**

- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions,
- Resolve customers service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.

## **EDUCATION**

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### **FBISE, Islamabad, Pakistan**

ICS, Computer Science, Sep. 2006

### **FBISE, Islamabad, Pakistan**

Matriculation, Science, Mar. 2004

## **SKILLS**

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**Microsoft Office** - Skillful

**Microsoft Word** – Skillful

**Excel** - Skillful

## COURSE

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Done 3 months English language course.