

Zile Huma

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I am a highly motivated, conscientious, and competent collaborator who possessed in-depth knowledge and expertise within the industry. With a proven track record of achievement. I can bring positivity, support, and a creative mindset to any team. I pride myself on taking ownership of challenging problems, maintaining high standards, and assisting my employers in achieving their professional objectives. With a desire and passion for continuous professional development, I am confident I can add value to your organization by always ensuring your customers and clients receive the best service possible. With more than 7 years of experience in similar roles, I can be relied upon to deliver everything I set out to achieve, whilst always seeking ways to help my employer grow, and save them money.

Career Progression

MMB Oct' 2017 - Present

Billing & AR Supervisor.

- In my current role, I helped the company increase AR by 25%. This was achieved by monitoring and mentoring the team to proactively reach out to the customers via calls and emails.
- Communicate job expectations; planning, monitoring, appraising, and reviewing job contributions.
- Plan and review compensation actions; enforcing policies and procedures.
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality, and customer-service standards; resolve problems; complete audits; identify trends.

MTBC Feb' 2013 – April 2017

Account Manager.

Key Skills

- A fast learner with a proven track record of achievement.
- Proficient in the use of all Microsoft Office applications, Salesforce, Hubspot, and JIRA Service Management Tools.
- A strong collaborator who always puts the needs of the team first.
- Exceptional communication skills.
- A strong sense of business acumen and the understanding that the organization's commercial objectives are crucial to my work.
- An adaptable approach to change, and someone who takes responsibility for their ongoing professional development.

Academic Achievements

- MBA Finance – 2010 from AJK University.
- BSc – 2006 from AJK University.

