



HAMMAD AHMED

25 YEAR OLD CUSTOMER SERVICE
EXECUTIVE

PROFILE INFO

Highly motivated and dedicated professional seeking opportunities to contribute my skills and passion for delivering top-quality work and outstanding service to organizations that value integrity and ethical practices.



Phone
0337-6231998



Email
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Address
25/a-6, street no.17, Model colony, district Malir, Karachi.

MY SKILLS

PERSONAL SKILLS

- Organizational know-how
- Communication
- Team Management
- Team Work
- Empathy & Responsibility
- Problem-Solving
- Pressure Handling
- Communication skills

LANGUAGE SKILLS

English 95%

EDUCATION

**BAHRIA COLLEGE
KARSAZ**

INTERMEDIATE
PRE-ENGINEERING

**VIRTUAL UNIVERSITY OF
PAKISTAN**

BACHELORS OF SCIENCE
COMPUTER SCIENCE

WORK EXPERIENCE

PRESENT
APRIL 2020

MTBC- Medical billing and transcription company
(Customer service Executive)

FOX REHABILITATION

- Handle Inbound calls of Patients & Doctor office.
- Communicate with patient for in home PT,OT & ST.
- Ensures and provides quality service to both internal and external entities.

MEDIGAIN

- Handle Inbound and Outbound calls with Medical Insurance companies.
- Communicate with insurance companies for all types of claim related queries.
- Ensures and provides quality service to both internal and external entities.

AUG 2021
MAR 2022

**ALLIANCE IN MOTION GLOBAL
PVT LTD**

(Operations Manager)

- Dealing with sales and operations.
- Manage inventory database.
- Office management.
- Company documentation.

SEP 2019
JAN 2019

IBEX- THE RESOURCE GROUP

(Customer support Representative)

- Handle inbound and outbound calls.
- Chat and email support of Careem campaign.
- Customer service inquiries.
- Identifying and assessing customer.
- Needs to achieve satisfaction