

CV – ADMINISTRATION | CUSTOMER SERVICE EXECUTIVE.

On Visit Visa - (Expire on 28th April 2022).

MOHAMMED AIJAZ,
Admin | Customer Service Executive.

Mobile No.: +971 566 784 750
Dubai, United Arab Emirates.

E-mail: aijazmohd206@gmail.com

A highly personable, competent, and team spirited professional with 3 years of experience in Administration & Customer Service Executive.

Objective is to work in an exciting and professional environment of the organization with personal development and growth possibilities and to achieve company's goal through professional ethics, sincere commitment and hard work.

EDUCATION, CORE COMPETENCIES/ SKILLS, CAREER & WORK EXPERIENCE.

Present Position: Admin | Customer Service Executive.
Nationality: Indian
Profession: Administration | Customer Services.
Qualifications: Bachelor of Commerce in Computer Applications from Osmani University, Hyderabad – INDIA.



CORE COMPETENCIES

• Problem Solving Skills.	• Customer Services.
• Patience.	• Administration.
• Attentiveness.	• Time Management.
• Adaptability	• Relation Building.
• Initiative	• Effective Listening.

STRENGTHS & SKILLS

- Ability to maintain the professional competence, knowledge, and skill necessary for the satisfactory performance of all assigned responsibilities.
- Proactively demonstrate services to customers.
- Determine the customers' requirements and assist them in their orders / service.
- Provide the highest level of Customer Serviced & satisfaction.
- Ability to multi-task, problem-solve and operate in a fast-paced, ever-changing environment.
- Excellent Interpersonal Skills.
- Excellent verbal and written communication skills; maintain a calm poise during stressful situations.
- Leadership skills as well as the ability to work well within a team of other professionals.
- Can work under pressure while being highly productive.
- Highly motivated self-starter who takes initiative with minimal supervision.
- Good Knowledge of Administrative procedures.
- Good knowledge of customer service principles and practices.
- Demonstrates commitment to Customer Satisfaction.
- Efficient dealing of complaints to completion and enabling satisfaction of customer.
- Outstanding communication (written and oral) and interpersonal skills enabling one to deal with internal and external customer support professionally.
- Contributes to team effort by accomplishing related results as needed.
- Ability to communicate calmly and diplomatically with customers, co-workers, and visitors.

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WORK EXPERIENCE

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WORK EXPERIENCE

SELECTED EXPERIENCE

1. M/s. Mythri Hospital – Mehdipatnam – Hyderabad (INDIA).

Mythri Hospital Mehdipatnam is a (100) beds multi-specialty tertiary care centre established in the year 2009 at Mehdipatnam, Hyderabad.

Period: April 2020 – December 2021.

Designation: Admin / Customer Services Executive.

Duties & Responsibilities:

- Greeting customers in a friendly, professional manner using the suggested script.
- Answer incoming calls from customers.
- Assist customers with requests for information, complaints, making appointments, and resolving issues.
- Collect copays and deductible payments.
- Maintain and update customer and referral information.
- Ensure patient forms contain all necessary billing information.
- Ensures to provide service for walk-in patients and walk-in equipment requests
- Ensures questions and concerns are processed and communicated with patients and referral sources both verbally and in writing in a timely manner.
- Attempts to resolve and de-escalate any issues in a calm manner.
- Appropriately schedules patient appointments for consultations, evaluations, treatments, follow-up, or re-evaluation.
- Understanding of medical terminology, medical billing practices and billing reimbursement.
- Ensuring that your workspace remains tidy and that you are equipped with all relevant tools and resources.
- Handling a great volume of calls to take inquiries, provide information, or handle complaints.
- Coordinate office activities and operations to secure efficiency and compliance to company policies.
- Manage all day-to-day administrative duties efficiently including correspondence, call management, client relationship, recordkeeping.
- Performing bookkeeping tasks such as invoicing, monitoring accounts receivable.
- Maintains an up-to-date comprehensive filing system in order to ensure correspondence is filed on a daily basis and old correspondence files are cleared out on a regular basis.



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WORK EXPERIENCE | TECHNICAL SKILLS.

2. Maple Event Makers, Hyderabad (INDIA).

Period: January 2019 – March 2020.

Designation: Admin / Event Coordinator

Duties & Responsibilities:

- Identify the client's requirements and expectations for each event.
- Liaise with vendors, exhibitors, and stakeholders during the event planning process to ensure everything is in order.
- Book venues, entertainers, photographers, and schedule speakers.
- Conduct final inspections on the day of the event to ensure everything adheres to the client's standards.
- Assess an event's overall success and submit findings.
- Research vendors (catering, decorators, musicians etc.) and choose the best combination of quality and cost.
- Oversee event happenings and act quickly to resolve problems.
- Evaluate event's success and submit reports.

TECHNICAL SKILLS

Name	Proficiency
MS - Office	Expert
Internet & Email Transmission	Expert

LANGUAGES KNOWN

- English, Urdu, (Arabic, Basic).

PERSONEL INFO:

- Date of Birth: 22nd July 1998
- Gender: Male.
- Nationality: Indian
- Religion: Islam.
- Valid Indian Driving License.
- Visit Status: Visit Visa (Expire on 28th April 2022).
- **References Available Upon Request.**