**Muhammad Faisal**

Professional Resume

Age: 32 Years

Address:Shamim Apartments

F.B Area Block10 Karachi

Contact:+92 345 9225355

Email:[faisymyk@gmail.com](mailto:faisymyk@gmail.com)

Dear Sir,

Your advert for the above position is of particular interest to me and I therefore wish to apply as I am confident that I meet your organization’s need very closely.

I am actively seeking said post in a demanding, fast-paced multi-tasking environment. My five years and 10 monthsexperience of Customer Services Executive, Assistant Administration, Coordinator,Accounts, Finance and IT section in a computerized environment experience at Pakistani and in the Gulf have equipped me with skills, and I would like to continue my growth in your organization.

I am pleased to furnish my CV with this application. I know that your organization has a policy to hire the best professionals. I feel myself inclined to apply for a position in your firm, as there is remarkable parallel between your requirements and my profile.

I am a Bachelor of Commerce from a famous University in Pakistan "University of Sindh" with a major in Banking, Advance Accounting and in Cost Accounting and I have experience in accounting software Peachtree, Quick book and tally and Microsoft Office 2007.

I have elaborated details of my qualification, experience and personal information in a CV attached with this email. You may contact me through email at **(faisymyk@gmail.com)** or alternatively by calling at my cell number **92-345-9225355** for any query that may arise regarding this application.

Yours truly,

Muhammad Faisal.

**Personal Info:**

Father’s Name: Muhammad Yaseen Khan

Nationality: Pakistani

CNIC No. 41303-1498325-7

Marital status: Married

Religion : Islam

Languages : Urdu, English

**Curriculum Vitae**

**Objective**

To serve a quality conscious organization by devoting all my strength, knowledge, commitment and energies with confidence, to become a part of highly motivated and dynamic team of professionals with a result oriented forward looking approach. Apply professional and academic knowledge in challenging environment for the growth and development of the organization which includes my career advancement.

**Knowledge and Skills**

Bank Reconciliation and backup skills, communication skills, Knowledge of MS Office and Accounting software MCS, Review of financial reports, team player, ability to work under pressure, follow senior instructions to meet deadlines Ability to adapt quickly to new circumstances and working conditions and able to integrate and work with teams. Full command over computer operates and internet surfing. Fast typing 45 wpm speed to enter data into software and also experience in Peachtree, Quick book , Tally and Microsoft Office 2007.

**Experience Summary (Seven Years Till Now)**

Recently working in Careem as Rider.

**June 2015 – Feb 2017**

* Two and half year working as Front Desk Receptionist at Mother Care Hospital.

My core responsibilities include:

1. Answer phones and operate a switchboard.
2. Route calls to specific people.
3. Answer inquiries about hospital.
4. Greeting and scheduling patients and visitors.
5. Calling patients to remind them of appointments
6. Handling billing.
7. Making transactions.
8. Keeping paperwork organized

**March 2014 – Feb 2015**

* One Year experience in IBEX Global as Telenor Customer Services Executive (INBOUND)

My core responsibilities include:

1. Handle customer inquiries, complaints.
2. Locate resources for problem resolution and design best option solutions.
3. Handled incoming calls from customers and responding to inquiries, resolving problems and correcting their SIM errors.
4. Calm angry customer /callers, repair their trust. Handle customer inquiries, complaints.
5. Managed a high-volume workload within a deadline-driven environment.
6. An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty
7. Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.
8. Coordinate with regional teams.
9. Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity

**August 2013 – Dec 2013**

* Four months works as Assistant Administration Fidai Consulting Foundation. And my responsibility is to make Schedule for each Doctors timing and Staff and Check the record of daily attendance. Make daily report and give to our General Manager. Also handle Reception Services.

**June 2012 – June 2013**

* One Year working in Gulf Sunrise International Contracting Company as Coordinator.

My core responsibilities include:

1. To make schedule reports for Truckinspections and send to the Saudi Aramco and also dealing with the customers and solve their queries, complaints.
2. Locate resources for problem resolution and design best option solution.
3. Complete voluntary customer services training to learn ways to enhance customer satisfaction and improve productivity.

**November 2009 – May 2012**

* Two and half year working as an assistant accountant in the Credit recovery department at Dr. Noor Mohammed Khan's General Hospital, Hafar Al Batin, Saudi Arabia.

My core responsibilities include:

1. Six Months in Billing Department for enter all Insurance Medical Claims (Data Entry) in Excel and summarize in Access and send to the Insurance Companies.
2. One Year in Medical Approval Department to send all Medical Services which is given by the doctors to the insurance companies for approval by online system and Waseel and work in administration department.
3. Eight months in Collection Department to collect all medical Insurance claims from each department (Out Patients And In Patient) and sort by companies and send to the data entry department.
4. Four months’ work in Cash Reception in Lab to make invoices for patients services which is given by the doctors.

**May 2009 – November 2009**

* Six Months experience as assistant accountant at the English Inn Language Institute, Hyderabad, Pakistan. My responsibilities includes, disburse cash on approved vouchers, prepare journal voucher and enter in to software, prepare petty cash statement, reconcile bank statement, arrange work as per given schedule by management.

**December 2008 – April 2009**

* Six Months experience at Maryam High School in Pakistan as a trainee assistant accountant cum data entry operator. This was my training period and I joined as a trainee as per our university degree achievement's schedule.

**Education:**

|  |  |  |  |
| --- | --- | --- | --- |
| Certification / Degree | Institution / University | Specialization / Major | Passing Year |
| Graduation | University of Sindh | Bachelor of Commerce | 2008 |
| HSC | Hyderabad Board | Accounting/Banking/Economics | 2005 |
| SSC | Hyderabad Board | Computer/Math/Phy/Che | 2003 |