**HAMZA JAVED** [**hamzajaved985@gmail.com**](mailto:hamzajaved985@gmail.com)

# 1037 Livorno Drive Oakdale, PA 15071 (412) 489-2790

**OBJECTIVE:**

A progressive career opportunity within your esteemed organization that will utilize my current skills and challenge me to learn new ones

# HIGHLIGHTS OF QUALIFICATIONS:

* Excellent telephone skills and good ability to use Remote Access.
* Good analytical and troubleshooting abilities.
* Patient and able to walk customers through troubleshooting and repair process
* Good understanding of installations and updates
* Strong ability to identify, interpret and evaluate syste­­­­m and network requirements
* Strong knowledge of networking computer hardware and software
* Verbal and written communication skills, problem solving skills, customer service and interpersonal skills

# SKILLS:

* Help Desk / IT Support.
* Network Administration and routing protocols.
* Router & computer network configuration
* Linux / Unix administration
* Technical issues analysis & customer service expert.
* Expertise in Medical Billing & Insurance claims handling frameworks.
* Order Entry frameworks (Medical prescription data entry & records ).

# EDUCATION:

**Bachelor of Science in Information Technology (BSIT) *February 2018 University of Engineering and Technology, Taxila, Rawalpindi, Pakistan***

# Major Courses: Networking, web development, Accounts & Management , Programming Major Project:

**Project Name:** Dawa Khana

**Title:** Developer

**Location:** University of Engineering and Technology

**Description:** My final year project was in Web development. I developed web-based portal named “Dawa Khana” that included Health Care aspects for patient/doctor appointment, online consultancy through real time chat, disease diagnosis through intelligent system (Jason API) , online Medicine Purchase and delivery of medicine to doorstep using Crowd-sourcing. Project was a success and highly spoken of by the dean of University of Engineering and Technology.

# PROFESSIONAL EXPERIENCE:

**Medical Billing Associate *October 2019 – March 2020 AlixaRx Long Term Care Pharmacy – Bridgeville, PA***

* Reviews patient bills for accuracy and completeness; obtains missing information.
* Knowledge of insurance company or proper party (patient) to be billed; identify and bill secondary or tertiary insurances
* Perform coding and billing tasks on a computerized health information technology (HIT) system.
* Utilize a combination of electronic health record (EHR) and paper patient records to perform billing duties.
* Process claims as they are paid and credit accounts accordingly.
* Review insurance payments for accuracy and compliance with contract discounts.
* Review denials or partially paid claims and work with the involved parties to resolve the discrepancy.
* Manage assigned accounts ensuring outstanding/pending claims are paid in a timely manner and contact appropriate parties to collect payment.
* Communicate with health care providers, patients, insurance claim representatives and other parties to clarify billing issues and facilitate timely payment.
* Consult supervisor, team members and appropriate resources to solve billing and collection questions and issues.
* Maintain work operations and quality by following standards, policies and procedures; escalate compliance issues to supervisor.
* Prepare reports and forms as directed and in accordance with established policies.
* Perform a variety of administrative duties including but not limited to answering phones; faxing and filing of confidential documents; and basic Internet and email utilization.
* Function as contributing team member while meeting deadlines and productivity standards.

**IT Support Specialist *September 2018-September 2019 Café Squad Company, Pakistan***

* Coordinate IT services for employees
* Installation, operation, and maintenance of computer systems
* Provide end user support for both hardware and software problems
* IP Camera installation & management
* Provide technical support for networks peripherals, computers / laptop hardware and software (PC/MAC)
* Preparing and providing training to personnel on pertinent IT topics
* Review system metrics and help identify potential system degradation

**Manager *March 2018-August 2018***

***Daiwal Estates and Builders, Bahria Enclave, Islamabad, Pakistan***

* Social media marketing
* Digital advertisement
* Installation, operation, and maintenance of computer systems
* Recommending information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements
* Communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
* Maintaining staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities

**Network Support- Internship *June 2017-August 2017 APTECH, Pakistan***

* Worked closely with senior network support specialist
* Assisted in network support, installation configuration, and trouble shooting
* Monitor backup systems
* Help with upgrading network equipment.
* Help with upgrading workstations
* Assist in organization and maintaining IT resources
* Provide technical support related to Mac/Window equipment

References Available Upon Request