

Hunzla Hafeez

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Dedicated and results-driven professional with over 16 years of diverse experience in customer service, public health initiatives, healthcare credentialing, and IT. I bring a proven ability to lead teams, drive strategic planning, and deliver operational excellence in dynamic environments. My expertise spans managing large teams, improving processes, and implementing innovative solutions to achieve organizational goals. I have excelled in roles requiring strong interpersonal skills, analytical thinking, and technical proficiency. With a commitment to quality and a results-oriented mindset, I am passionate about contributing to organizational success through collaboration and innovation.

Experience

FEB 2023 – PRESENT

Credentialing Specialist | Bellmedex | Rawalpindi, Pakistan

Successfully managed the end-to-end credentialing process for U.S.-based healthcare providers, overseeing enrollment with insurance companies while ensuring compliance with regulatory and industry standards. Streamlined workflows to enhance accuracy and efficiency, reducing turnaround times for provider onboarding. Collaborated closely with insurance representatives and healthcare professionals to address credentialing issues and maintain up-to-date records. Consistently delivered high-quality results, contributing to improved operational performance and provider satisfaction.

JAN 2017 – DEC 2018

Customer Sales Representative | Xerox Technologies | Rawalpindi, Pakistan

Specialized in promoting Medicare products and services to potential clients, driving sales growth and meeting campaign targets. Also provided detailed product information and guidance to customers, ensuring they selected plans that best suited their healthcare needs. I built trust and rapport with clients through effective communication, active listening, and personalized service. Managed high-volume outbound and inbound calls, consistently exceeding sales quotas and performance metrics. And collaborated with team members to improve sales strategies and streamline processes for better customer engagement. Also I maintained accurate records of customer interactions, sales progress, and follow-ups to ensure compliance with healthcare regulations.

JAN 2019 – FEB 2020

Customer Sales Representative (Sales Verifier) | Loop | Rawalpindi, Pakistan

In my role as a Verification Specialist for Medicare insurance, I conducted thorough verification of customer information to ensure accuracy and compliance with company standards. I engaged directly with clients to confirm sales orders, address inquiries, and resolve concerns, fostering trust and enhancing customer satisfaction. Collaborating closely with sales teams, I streamlined the verification process, which contributed to improved efficiency and increased sales performance. I maintained detailed and accurate records of customer interactions and verification outcomes, ensuring data integrity and adherence to regulatory requirements. Leveraging strong communication and problem-solving skills, I consistently handled customer concerns professionally, delivering high-quality service in a fast-paced environment.

MAR 2020 – FEB 2024

Customer Sales Representative (Verifier & Closer) | Mars BPO | Rawalpindi, Pakistan

Experienced Sales and Verification Specialist with 4 years of expertise in Medicare insurance and medical alert device sales. In my role with Medicare insurance, I specialized in verifying customer information, briefing clients on product offerings, and generating interest to support informed decision-making while ensuring compliance with company and regulatory standards. As a closer for medical alert devices, I excelled in presenting products, building rapport with customers, and driving successful sales closures. With a strong emphasis on customer engagement, persuasive communication, and results-oriented strategies, I consistently exceeded performance targets, enhanced customer satisfaction, and contributed to the overall success of sales operations.

FEB 2016 – PRESENT

Team Member, Area Supervisor & Temporary Tehsil Support Person | Polio Eradication Program | Rawalpindi, Pakistan

As a Public Health Specialist with 9 years of experience in leadership, field operations, and community engagement, I successfully led operations across multiple Union Councils, managing teams to execute door-to-door immunization campaigns aimed at eradicating the polio virus. I developed and implemented detailed micro-plans to optimize field operations, enhance vaccination coverage, and maximize community outreach. My role involved conducting comprehensive training sessions for team members, Area Incharges (AICs), and Union Council Medical Officers (UCMOs) to improve their performance, communication, and vaccination techniques. I facilitated UPEC meetings, organized trainings, and maintained accurate records, including Still Missed Children (SMC) and Permanent Missed Children (PMC) charts, to monitor immunization progress. I also designed and implemented social mobilization strategies to address vaccine hesitancy and engage communities, improving campaign outcomes. Collaborating with local health authorities, community leaders, and field teams, I ensured program effectiveness and smooth execution. By monitoring field activities, providing on-ground support, and resolving operational challenges, I upheld program goals and quality standards. Additionally, I collected and maintained accurate data for monitoring, evaluation, and reporting, enabling data-driven decision-making processes that contributed to the success of this vital public health.

Education

MAY 2024

Bachelor of Software Engineering | Virtual University | Islamabad, Pakistan

JUN 2020

Intermediate with I.Com | Allama Iqbal Open University | Islamabad, Pakistan

AUG 2015

Matric with Bio Science | Board of intermediate and Secondary Education | Rawalpindi, Pakistan

Professional Education

Professional Training of Fiber Optics (JUL 2023 - OCT 2023)	Certificate of Web Design and Development (JUL 2023 - OCT 2023)	Diploma in Information Technology (AUG 2022 - OCT 2023)
Certificate of Digital Marketing (JAN 2023 - APR 2023)	Certificate of Graphics Designing (JUN 2018 - JAN 2019)	Advance Certificate of Information Technology (JAN 2018 - APR 2018)
Certificate of Typing Master (OCT 2017 - DEC 2017)	Certificate of Short Computer Basics (AUG 2016 - DEC 2016)	Certificate of Most Used Software Technology (MAR 2016 - JUL 2016)

Skills

CRM • Proficient with project management software • Team player • Excellent time management skills • Microsoft Office • Public speaking • Data analytics

Reference

- Will be Furnished on Demand