

Khaleeq Ur Rehman

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Total Experience: 7 Years (IT Support and Networks)



CAREER OBJECTIVE:

To secure a challenging position as an IT Support Officer/IT Specialist where I can leverage my technical expertise and extensive experience to ensure the seamless operation and security of the organization's IT infrastructure. My goal is to proactively manage, troubleshoot, and optimize IT systems, contributing to improved performance and efficiency. Additionally, I aim to stay abreast of emerging technologies to drive innovation, enhance productivity, and deliver an exceptional user experience.

CAREER PROFILE:

I hold a master's degree in computer Science and bring Five years of extensive experience in IT support and computer network management. During my tenure as an IT Officer at SAARC Energy Centre, I was responsible for managing the organization's IT infrastructure to ensure seamless operations and robust security. My expertise includes administering and troubleshooting systems such as Windows and Mac computers, firewalls.

I also managed network hardware, including routers, switches, IP phones, and cameras, ensuring stability and reliability across the network. I provided end-to-end user support, addressing hardware, software, and peripheral device issues. Additionally, I handled IT procurement, repair coordination, domain hosting, and vendor collaboration to streamline IT operations. My responsibilities extended to enforcing security compliance, implementing regular system updates, and developing maintenance schedules to optimize overall performance.

SKILLS:

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|---------------------------------------|---|---|--------------------------------|-----------------------------------|
| • Networks Troubleshooting | • Networks Designing and Implementation | • Network Security | • Disaster Recovery | • End User Troubleshooting |
| • WordPress Development | • HTML, CCS, JavaScript | • Grand streams and Yester IP Phone | • Microsoft 365 Administration | • Adobe Photoshop Editing |
| • MAC Troubleshooting | • IT Procurement | • Technology Licensing | • Firewalls management | • VPN, Hyper-V and Virtualization |
| • Network Devices | • Backup Solutions | • Remote field Support | • Endpoint Protection | • File Sharing and Permissions |
| • Server Monitoring | • MAC Software's Installation | • Peripheral Devices Management | • Inventory Management | • Vendor Management |
| • Hardware Diagnostics\Configuration | • Collaboration Tools (e.g., Teams, Zoom) | | | • Social media Handling |
| • Software Configuration\Installation | • User Training & Support | • Email Configuration (Exchange, Outlook) | • IP Cameras | • LAN/WAN Configuration |

PROFESSIONAL WORK EXPERIENCE:

Organization: SAARC ENERGY CENTRE
(South Asian Region Countries Association like UN)

Tenure: May 2024 – till to date

Designation: IT Support Officer



Summary:

Responsible for the continuous improvement of the extensive IT and computer network infrastructure, covering websites, social media, and the YouTube channel. Providing specialized IT and desktop support to end-users, I have organized various online training sessions, meetings, conferences, and webinars. Additionally, I oversee the management of the biometric attendance system, IP CCTV cameras, routers, switches, and contribute to graphic design initiatives for official purposes.

Responsibilities:

- Provides IT and desktop support to the end-user.
- Maintained and updated the IT infrastructure to the organizational needs.
- Manage Office 365 in the organization.

- Update and upgrade the website and take regular backups of the website.
- Organized conferences, workshops, and training in the SAARC Region.
- Designing certificates, photos & cards Coral Draw, and Photoshop.
- Study reports and research work editing.
- Purchase IT equipment when required according to the organizational procurement rules.
- Install the IP cameras in the office premises and manage their smooth functioning.
- Install the biometric system in the organization and manage its all records.

Achievement:

- Member of the SAARC Energy Centre procurement committee.
- Organized the SAARC Energy Centre Governing Board Meeting (GB) and Programming Committee Meeting (PM) virtually.
- Organized more the 40 live online and physical Workshops, Training, Webinars, and Video Conferences events of SAARC Energy Centre.

Organization: Bellevue Medical LLC
Tenure: May 2023 – May 2024
Designation: Medical Billing Executive



Bellevue Medical
 Billing Enterprises
 (Private) Limited

Summary

Detail-oriented and results-driven Medical Billing Executive with a proven track record of managing end-to-end medical billing operations at Bellevue Medical LLC. Skilled in charge entry, claim submission, payment posting, denial management, and insurance follow-ups. Adept at using major billing software and ensuring compliance with healthcare regulations to maximize revenue and minimize AR days.

Responsibilities:

- Processed and submitted insurance claims to Medicare, Medicaid, and commercial payers using industry-standard billing systems.
- Performed accurate charge entry and payment posting while reconciling accounts to maintain zero balance errors.
- Managed aging reports and performed timely follow-ups on unpaid claims to reduce days in accounts receivable.
- Analyzed and appealed denied or underpaid claims to maximize reimbursements.
- Maintained patient records and billing documentation in compliance with HIPAA guidelines.
- Collaborated with the coding team to verify proper CPT, ICD-10, and HCPCS usage.
- Provided clear billing-related communication to patients and insurance providers.
- Monitored and reported monthly revenue cycles and collection metrics to senior management.

Achievement:

- Reduced AR days by 20% within six months through improved follow-up and denial management protocols.
- Increased claim acceptance rate by 15% by implementing error-checking procedures prior to submission.
- Spearheaded the transition to a new billing software platform, training 5+ staff and ensuring a smooth go-live with no billing interruptions.
- Recognized by senior leadership for maintaining a 98% billing accuracy rate across all claims.
- Successfully resolved backlog of over 800 pending claims within a 3-month period, recapturing significant lost revenue.

Organization: Creative Solutions
Tenure: November 2018 – May 2022
Designation: Network Support Executive

Summary

In my role, I make sure that everything related to our computer networks works well. This includes things like network devices, IP cameras, and the overall network structure. I also take care of moving our computer systems to newer versions of Windows, making sure the transition is smooth. Additionally, I help out the people who use our computers, fixing any issues they might have and managing the printers we use. I'm responsible for keeping user data safe and making sure our systems are up to date.

Responsibilities:

- My duties include overseeing Windows migration and ensuring a seamless transition to updated operating systems.
- Provision of end-user support, addressing desktop issues, and management of network printers for efficient

functionality.

- Responsibilities extended to end-user data management, assurance of data security, and overseeing system upgrades.

Achievement:

- Successfully maintained peak performance and reliability for diverse responsibilities including network devices, Windows migration, and network infrastructure, ensuring seamless day-to-day operations.
- Spearheaded end-user support, desktop maintenance, network printer functionality, data management, system upgrades, contributing to an efficient and well-integrated IT environment.

ACADEMIC EDUCATION:

<u>DEGREE</u>	<u>EXAMINING BODY:</u>	<u>YEAR</u>
Masters of Computer Science (Attested)	PMAS Arid Agriculture University, Rawalpindi	2017
Bachelor of Science	University of Sargodha, Sargodha	2014

CERTIFICATION/ ADDITIONAL SKILLS:



Website Designing and Development (3 Months)



Computer hardware and Networking (3 Months)

TRAINING & WORKSHOPS:

International Energy and Knowledge Sharing Events- SAARC Energy Centre

Year – 2024-2025

- Organized more the 40 live online and physical Workshops, Training, Webinars, and Video Conferences events of SAARC Energy Centre.

PERSONAL INFORMATION:

Father's Name: Shafiq Ur Rehman

Nationality: Pakistani

REFERENCE:

Reference will be provided on demand.