**AMMAR AHMED**

Orlando, FL ammar.ahmed@adventhealth.com (407) 450 6026

**SUMMARY**

Highly organized student at the University of Central Florida. Inclusive, team-oriented individual with strong soft skills, communication skills, and a keen analytical mind. Experience in customer service, management, cash balancing and accounting, tendering money services, and working as part of a team. Proficient in the use of Sales Force and Microsoft Office (MS Excel Core Certified).

**EDUCATION**

University of Central Florida

**Bachelor of Science in Business Administration, Integrated Business**

2020

Valencia College

**Associate in Arts**

2015

**WORK EXPERIENCE**

**Publix Super Markets,** Orlando, FL

November 2013 - August 2019

**Customer Service Staff**

* Part of the customer service staff team, in the customer service department.
* Tendering Money Service Transactions.
* Account and balance cash office.
* Run and lead Customer Service Department as a Front-End Coordinator
* Focus on customer value and quality customer service, maintaining highest standards of stewardship
* Ensuring healthy relations with, and between fellow associates to lead and work within a team
* Fulfill scheduling and training duties

**Advent Health,** Orlando, FL

August 2019 – Present

**Consumer Specialist**

* Respond to all inquiries (phone, written or electronic, and other channels) received, in a professional, timely, accurate and caring manner while consistently meeting all guidelines.
* Provide support on any initiatives such as Care Campaigns etc. Includes but not limited to receiving inbound inquires, and/or performing outbound calls.
* Provide a true concierge level of service, proactively anticipating consumer needs and helping them navigate the healthcare system.
* Schedule appointments, follow-up on warm-hand offs to ensure resolution and escalating as appropriate to effectively and promptly resolve problems.
* Demonstrate appropriate customer-care skills such as empathy, active listening, courtesy, politeness, helpfulness and identify root-cause issues to ensure enterprise solutions and communicate findings as needed.
* Efficiently navigate and operate Sales Force, Five9, Eventsquid, and handle miscellaneous special project work

**Leadership Experience**

**Pakistani Student Association at UCF,** Events Coordinator (2018 – 2019)

**Camp Milwaukee,** Volunteer through Publix Serves (2018)

**Tau Kappa Epsilon Fraternity,** Fundraising Chair (Spring 2018)

**Other:** Cricket (Central Florida U19), multilingual: Urdu, Hindi, English