



## UMAR FAROOQ

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CNIC No # 42101-1360159-3

Address # House No.54 Block No.4 Main Ibne e Sina Road, Karachi

Dynamic and motivated professional with a proven record of generating and building relationships. Resourceful problem solver who is adept at remaining calm in stressful situations and effectively assisting a variety of customers. Adaptable and transformational leader with an ability to work independently, creating effective presentations, and developing opportunities that further establish organizational goals.

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### Work experience:

#### Nov 2022 Till Present

##### Admission Officer At Generations School Pvt Ltd (GS)

Advice students about the programs offered, admission procedure, eligibility and costs involved Participate in all recruitment events, open houses, school fairs, information sessions, exhibitions, school visits and off-campus events Maintain a database of student information, telephone logs and student feedbacks in order to generate student reports for management whenever required Provide clarifications to student's and parent's queries in a professional manner Follow-up with students for any enquiries through direct meetings, live chat, phone calls and emails.

#### From Jan 2021 to Nov 2022

##### Customer Service Representative at Aga Khan University Hospital (AKUH)

Handling inbound & outbound calls and SMS at Hospital Contact Center, and providing clear and accurate information to customers for hospital services, ensuring appointment accuracy in the systems as per shared guidelines and SOPs. Meeting all qualitative and quantitative KPIs to achieve quality and productivity targets.

**March 2019 to  
November 2020**

**Billing Officer & Front Desk Officer at Usman Memorial Hospital (UMH)**

Welcome internal/external customer and walk-in visitors. Ensure availability of treatment information by filling and retrieving patient record. Maintains patient accounts by obtaining recording and updating personal and financial information. Determines patient invoice by capturing services noted in patient chart, clarifying services with physicians. Identifies responsible party by examining patient record issues invoice by entering service data, calculating charges, mailing invoices.

**March 2014 to  
July 2018**

**Medical information Officer at Dr. Zia Uddin Hospital Clifton Campus ( DZH)**

To ensure that's the Hospital main medical records are filed Accurately, Maintained in a tidy state and available as required. Essential Qualifications and training required good Organizational, administrative and clerical excellent customer services and basic computer skills. To insure quality Of Care across Multiple Information System. Leverage Medical & Health Data to improve Services & Daily operations. Convert & Analyze Medical and Health Data

	<b><u>Education :</u></b>
<b>2016 to 2018</b>	<b>Bachelor in Arts</b> University of Karachi
<b>2010 to 2011</b>	<b>Intermediate</b> at Govt. City College, Karachi.
<b>2007 to 2010</b>	<b>Matriculation</b> at Board of Secondary Education, Karachi.
<b>July 2020 to Sep 2020</b>	<b>Diploma</b> in Laptop Hardware & Software Technology at Trainers.

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#### Skills :

Good communication skills. Excellent interpersonal skills. calm in emergencies or when dealing with difficult passer tact.

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#### Assets :

Adventurous: I take risks. Ambitious: I am driven to succe  
Approachable: I work well with others.  
Articulate: I can express myself well in front of groups

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#### Languages :

English & Urdu

References will be furnished upon request.