**Muhammad**

**Muhammad.363106@2freemaill.com**

**Career Objective:**

I am dedicated customer service professional motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients.

I seek the right opportunity to invest my potentials in a manner to serve the organization by maintaining a career where I can do hard work to prove my capabilities.

**Summary of Skills:**

* Very creative, innovative and self-motivated
* Willingness to learn new things and grow.
* Excellent listening, communication and interpersonal skills.
* Strong research and data management skills.
* Excellent communication in reading, writing &speaking.
* Excellent in Computer.
* Remarkable customer service skills with multi-tasking abilities.
* Capable of answering customers' queries relating to billing issues.
* Skilled in performing routine office duties.
* Ability to draft reminders about payment due.
* Matured to collect outstanding balances and yet maintain relationship.
* Familiarity with insurance, utility and credit environments.
* Highly organized and can perform independently as well as in a team environment.
* Leadership skill and ability to lead a project team.
* Ability to analyze and resolve the problems.

**Experience:**

Store Keeper

Al-Futtaim Motors, Dubai

2015 – Present

* Store LIFO system.
* Store FIFO system.
* Store Inspection skills.
* Store Handling skills.
* To keep the material on the racks, pallets and boxes as per location wise.
* Monitored the functioning of store equipment and reported problems and failures to the supervisor.
* Continuous improvement of (Warehouse) Bins and Operation Areas.
* System maintenance, Stock Update, Relocation, Creation of Bins.
* Article Discrepancy investigation.
* Physical Inventory.
* Well versed with usage of SAP transactions.
* Consolidate, check orders and sort based on delivery schedules.
* Generating productivity and discrepancy report.

**Account Receivable Representative**

Tecnex, Pakistan.

November 2014 – June 2015

* Responsible for credit collections on all accounts by contacting the customer by phone, e-mail and written correspondence.
* Preparing and maintaining customer’s monthly reconciliation schedules.
* Prioritizing accounts and workflow to meet management goals.
* Responsible for performing credit collections on past due accounts in the range of current to over 180 days.
* Pursued payment in the form of collection correspondence, delinquent statements and phone calls.
* Making decisions with clear authority to write off balances according to strict guidelines.
* Able to perform charge review, claim submission, claim follow-up, payment posting and patient statements.
* Follow up with insurance companies and ensure that all claims come to fruition.

**Billing Executive**

Medical Transcription & Billing Corporation

July 2013 - November 2013

* Researching and following up customers inquiries.
* Processing request and coordinating with customers.
* Generating bills and sending them to the respective party.
* Developing payment plans for customers' convenience.
* Maintaining client databases and accounts in good standing.
* Communicating with clients for collecting outstanding balances.
* Conducting insurance verifications to ensure coverage status.
* Following up standardized system in identify services and procedures.

**Education:**

Bachelor’s Degree (B. A. in Economics & Statistics)

Master’s Degree (M.Sc. in Sociology)

Special Certificate Course in English Language

**Personal Details:**

Languages Known: English, Urdu and Punjabi.

Date of Birth: January 11, 1987.

Nationality: Pakistan.

**Interests & Activities:**

* Playing cricket.
* Reading books and magazines.
* Searching and researching latest updates.