

Abdul Kareem A

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👜 Currently in Dubai on a Visit Visa and Open to Immediate Hiring



Professional Summary

Versatile professional with a strong background in **customer service, medical documentation, sales, and marketing support**. Proficient in **CRM tools, data analysis, lead generation, and Graphic designing**. Skilled in **Google Analytics, Order Max (Bell Canada), and Canva**. Strong communicator with a problem-solving mindset, able to adapt to different work environments. Currently in **Dubai**, seeking job opportunities.

Work Experience

Customer Sales Support Representative

Bell Canada (via Foundever) | July 2024 – January 2025

- Managed customer accounts using **Order Max CRM**, handling renewals and sales support.
- **Lead generation & prospecting**: Identified and nurtured new leads to increase conversions.
- Assisted in troubleshooting **technical issues** and **billing concerns**, ensuring service continuity.
- **Upselling & Cross-selling**: Promoted additional products and services, improving revenue generation.
- Provided detailed sales reports and forecasting to improve sales strategy and performance.

Medical Documentation Specialist

Augmedix India | May 2024 – July 2024

- Assisted in real-time **Medical documentation** to improve healthcare efficiency and accuracy.
- **Transcription of physician-patient interactions**, ensuring precise data recording and documentation.
- Supported **patient data management**, maintaining HIPAA compliance for confidentiality.
- **Medical terminology expertise**: Ensured proper coding and structuring of medical notes.

Intern – Molecular Biology & Bioinformatics

Hetrogene Biotech, Chennai | February 2023 – March 2023

- Assisted with **molecular biology research**, supporting lab tests and experiments.
- Supported documentation and data entry for research outcomes and results.

Intern – Data Analyst & Marketing Support

RH Infos, Coimbatore | January 2022 – March 2023

- Supported **marketing campaigns** by assisting in design and promotional content creation using **Canva**.
- Conducted **Google Analytics** research to improve **online marketing strategies**.

- Provided customer support via calls, emails, and chat, improving customer satisfaction and retention.
- Assisted in **client communications** and managed queries related to services and offerings.

Skills & Competencies

✓ Sales & Customer Service:

- **CRM tools:** Order Max
- **Lead Generation & Prospecting:** Identifying and nurturing potential clients
- **Customer Acquisition & Retention:** Managing customer relationships for long-term success
- **Sales Forecasting & Reporting:** Analyzing sales data to guide strategies

✓ Medical Documentation & Healthcare Support:

- **Real-time Transcription:** Documenting physician-patient interactions
- **Medical Terminology:** Understanding and applying clinical terms
- **Patient Data Management:** Organizing and maintaining patient records, Adhering to legal and ethical standards (e.g., HIPAA)

✓ Technical & Communication Skills:

- **Microsoft Office Suite:** Excel, Word, PowerPoint
- **Technical Support:** Assisting with troubleshooting and problem resolution
- **Communication:** Clear and effective written and verbal communication skills

Certifications & Training

Medical & Healthcare Certifications:

- Clinical Research & Medical Coding – Deepam Hospitals, Chennai
- Molecular Biology & Bioinformatics – Hetrogene Biotech, Chennai

Digital & Analytical Skills:

- Digital PCR & RT-qPCR Fundamentals – Bio-Rad

Sales & Customer Service Training:

- Customer Relationship Management (CRM) Tools
- Sales Techniques & Negotiation Skills

Education

Master's in Biotechnology - *BS Abdur Rahman Crescent Institute of Science and Technology* | **CGPA: 9.1**

Bachelor's in Biotechnology - *Dr. GR Damodaran College of Arts and Science* | **CGPA: 7.9**

Availability & Work Authorization

Currently in Dubai on a visit visa (Available for immediate hiring), **Open to roles in Customer Service, Sales, Healthcare Support, and Marketing**