



Muhammad Adnan Saeed



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Abu Dhabi, United Arab Emirat

Visa Status: Employment Visa

Availability: One Month Notice

SKILLS

- Data Entry
- Customer service
- External Auditing
- Stock count
- Bookkeeping
- Payment handling
- Internal auditing
- MS Office
- Operations
- Microsoft Excel
- Supply chain

EDUCATION

High school certificate 12th Grade
(Lahore College of Commerce)

Matric (Science)
BISE Lahore Pakistan

Diploma

Computer Foundation
Al Ilm Lahore Pakistan

Laptop Hardware & Software
Brain College Lahore Pakistan

Certificates Awards

Awarded for College color from Lahore College of commerce to being a shining star (Team Captain).

Hobbies:

Reading: Novels.
Playing: Hockey, Football, Cricket

Career Objective

To succeed in an environment of growth and excellence through hard work, motivation and professional service and earn a job which provide me job satisfaction and self-development and help me achieve personal as well as organizational goals.

WORK HISTORY

Feb 2022- Current

- (Al Mezin General Trading Abu Dhabi UAE)

Customer Service Representative

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customer's needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet technical department sales targets.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers
- Preparing schedule for the technical department daily visit to client locations.

LANGUAGES

Urdu: Native language

English:

Advance

Arabic:

Advance

Oct 2019 - Sep 2021

- *(Ghurki Trust Teaching Hospital)*

Data Entry Operator (HR Department)

- Registration of new employees
- Update daily base HMIS Data
- Update employees files on daily base
- Check employees attendance and leave balance
- Making officials letter as per the order of HR manager
- Filing all relevant documents

Nov 2014 - Dec 2018

- *(Al Nahda General Hospital Taif Saudi Arabia)*

Medical Insurance Claim Coordinator

- Printing all patients U-CAF & DCAF
- Attached all pharmacy invoices, X-ray, lab reports and dental panoramic x-ray with patients insurance U-CAF & D-CAF
- Review all insurance claims
- Verify patient insurance card and id expiry
- Coordinate with all doctors for writing patients diagnosis on the U-CAF & D-CAF
- Coordinating with all hospital departments regarding insurance related queries.
- Submitting daily reports to insurance department head.
- Maintain daily medical records for the In-patient and out-patient
- Proficient user of HMIS (Hospital Management Information System)