



QASIM KHAN

ABOUT ME

Driven by a passion for customer satisfaction and organizational excellence, I bring a unique blend of experience in customer service and HR administration. My journey began in the military, where I honed leadership skills as a Team Leader, fostering teamwork and achieving operational objectives. Transitioning to the education sector, I thrived as a Coordinator, managing staff operations, scheduling, and fostering strong stakeholder relationships. My tenure in the healthcare industry as a Customer Service Executive and HR Assistant further equipped me with invaluable skills in patient care, administrative efficiency, and HR support, including managing IP/OP admissions. Now, as a Security Team Leader at Saudi German Hospital Dubai, I seamlessly integrate security management with a customer-centric approach. With over a decade of proficiency in MS Word and Excel, complemented by a robust understanding of insurance practices, I possess strong communication skills, attention to detail, problem-solving abilities, and adaptability. I am poised to contribute effectively to diverse roles, driven by a commitment to excellence and continuous improvement.

Certified in Customer Service Executive, Human Resource Executive, Safety and Security.

WORK EXPERIENCE

Security & Safety Team Leader

Saudi German Hospital, Dubai, UAE

From 2022

- Provided strong customer services.
- Managed visitor screening & escorting.
- Managed VIP arrivals/visits.
- Developed & implemented security protocols.
- Conducted staff training & risk assessments.
- Coordinated emergency responses.
- Oversaw surveillance & compliance efforts.
- Managed crisis situations & conflicts.
- Spearheaded safety culture initiatives.
- Maintained accurate incident documentation.
- Responded to alarms & emergencies.
- Supervised CCTV operations & investigations.
- Administered access control systems.
- Handled property damage reports.
- Facilitated emergency code protocols.
- Managed guard schedules efficiently.
- Collaborated with law enforcement and regulatory agencies

Customer Service Executive & HR Assistant

Azam Memorial Hospital, Pakistan

2019 to 2022 (More than 3 Years)

- Provide a warm, friendly welcome to customers, advising them of current promotions and offers to increase average spending.
- Handle appointments and fix appointments for MRI, CT scans, radiology, and arrange transportation if needed.
- Handle and communicate telephone calls and emails.
- Admit patients to EMR rooms, wards, and ICU.
- Coordinate with doctors and patients.
- Manage inpatient/outpatient billings, investigations, couriers, and documentation.
- Oversee discharge billing and TPA processes, prepare discharge summaries.
- Ensure all billable services are billed properly and assist patients with counseling.
- Handle insurance pre-authorization and queries, maintain admission TAT.
- Collect feedback from patients.
- Manage customer complaints, provide solutions, and manage queues.
- Track incoming and outgoing documents.
- Enter transactions into accounts receivables systems, cash registers, or cash receipt journals/logs.
- Prepare MS-Excel reconciliations for daily bill payments through cash and cards, and tally accounts.
- Analyze TAT (Turnaround Time) consumption for each customer in all services.
- Manage recruitment processes.
- Handle administrative tasks.
- Oversee compensation and benefits.
- Manage training and development programs.
- Handle employee relations and performance management.
- Coordinate with management.
- Assist teams with assignments and deliverables, including monitoring and recording overdue payments, following up on missed payments, resolving financial discrepancies, and preparing FTP (File Transfer Protocol) by sending patient final bills, discharge summaries, receipts, and reports to the concerned department for final feedback on services.

PERSONAL DETAILS

- **Nationality** Pakistani
- **Religion** Islam
- **Marital Status** Single
- **Languages** English, Urdu, Hindi, Punjabi

CONTACT DETAILS

- ✉ qkjpersonal@gmail.com
- 📞 +971551462268 (Whatsapp + Call)
- 📍 Dubai, UAE

HOBBIES

- Reading & Writing Stories , Essays
- Playing Cricket
- Making Pics / Sketches
- Teaching
- Motivations
- Singing
- Photography, Video Shooting
- Designing
- Learning New Things / Upgrading Skills
- Watching Movies
- Gardening (Farming)
- Making Food (New Dishes)
- Eating Street Food

RELEVANT SKILLS

- Persuasive Speaking Skills
- Empathy
- Adaptability
- Clear Communication Skills
- Self-Control
- Learning Skills
- Taking Responsibility
- Patience
- Effective Listening
- Attentiveness
- Time Management
- Willingness to Improve
- Thick Skin
- MS Office
- Team Work
- Staff Training
- Leadership
- Guest Service

WORK EXPERIENCE

Coordinator and Teacher

Future Group of School and College, Pakistan
2019 to 2022 (More than 3 Years)

- Coordinated activities among all departments within the school.
- Coordinated with the Owner and Principal on various administrative matters.
- Developed and implemented students' study plans to ensure academic success.
- Ensured proper documentation of all school-related activities and transactions.
- Handled feedback from parents, addressing their concerns and resolving issues effectively.
- Handled incoming phone calls and emails, addressing inquiries and concerns promptly.
- Managed billings and other charges, including tax and accounts settlement.
- Managed board admissions for students and registration for staff.
- Managed the fee structure, ensuring accuracy and compliance.
- Managed the hiring and training processes for new staff members.
- Maintained the school's facilities and managed maintenance activities.
- Organized and facilitated curricular activities for students.
- Oversaw salaries management and payroll processing.
- Provided staff training on updates and changes within the school.
- Scheduled staff classes and managed the school timetable.
- Updated school details and information to government boards and higher management.

Naval Police

Pakistan Military (Navy)
2017 to 2019 (About 02 Years)

- Developed & implemented security protocols.
- Worked as Naval Police Officer.
- Awarded as a team leader.
- Managing duties and duty places of employees.
- Provide safety and security to people, property and premises.
- Handling salaries and accounts of department.
- Helping management and most senior persons in operations.
- Managing the protocols on VVIP arrivals.

EDUCATION HISTORY



Bachelor of Commerce

Abbottabad University of Science and Technology
(Ongoing)
Admission 2024



Intermediate (Pre-Medical)

The Hallmark School & College Havelian
Year of Completion 2017

CERTIFICATIONS / DIPLOMA



NEBOSH IGC (Safety Officer Course)

NEBOSH UK



Diploma in Customer Services

Oxford Home Study Center

RELEVANT SKILLS

- Front Desk Operations
- Shift Scheduling
- Customer Relations
- Complaint Resolution
- Inventory Management
- MS Excel
- Medical Knowledge
- Crisis Management
- Multitasking Abilities
- Diplomacy
- Attention to Detail
- Emotional Intelligence
- Service Orientation
- Stress Management
- Trustworthiness
- Resilience
- Resourcefulness

OTHER TALENT / SKILLS

- Management
- Administrator
- Coordination
- Teaching
- Electrician
- Decorator
- Event Organizer
- Photographer
- Presentation Maker
- Accountant
- Facility
- Security
- Receptionist
- Data Entry
- Videos Maker
- Trainer
- Designer
- Sound System Operator



SIRA (Security License)

Dubai Police



Diploma in Human Resource

Oxford Home Study Center



Computer Course

- Welfare Computer Center Havelian Pakistan
- Leader College of Sciences Havelian Pakistan



Certificate in Human Resource Management

Great Learning



Certificate in Customer Management

Great Learning



Certificate in Facility Management

Alison



Certificate in Security Management

Alison



Certificate in CCTV Operator Training Course

Alison



Diploma in Community Psychology

Alison



Diploma in Psychology of Everyday Life

Alison



Certificate in Understanding Student Development & Diversity

Alison