

## WORK EXPERIENCE

### Security & Safety Incharge

Saudi German Hospital, Dubai, UAE

2022 to 2024 (About 2 Years)

- Developed & implemented security protocols.
- Coordinated emergency responses.
- Conducted staff training & risk assessments.
- Oversaw surveillance & compliance efforts.
- Managed crisis situations & conflicts.
- Spearheaded safety culture initiatives.
- Maintained accurate incident documentation.
- Responded to alarms & emergencies.
- Provided strong customer service.
- Managed visitor screening & escorting.
- 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)

- Outpatient, Investigation & Radiology Billing / Courier & documentation.
  - Admission of Patients to EMR Room, Wards and ICU.
  - Financial Counselling / In-Patient Billing.
  - Discharge Billing and TPA / Preparing Discharge Summary.
  - Correspondence, Filling and Faxing.
  - Attending/Handling Telephone calls & E-Mails, Online Appointments.
  - Exploring Internet and communicating through e-mail.
  - Co-coordinating with Doctor and Patients.
  - Tracking Incoming and outgoing documents.
  - Handling Insurance Pre-Auth and Query / Maintaining Admission TAT.
  - Every day taking all In-Patient rounds.
  - Ensure that all the billable services are billed properly in the billing and assist patient for counseling.
  - Fixing appointment for MRI and arranging for transportation.
  - Collecting Feedback from the Patients, Implementing.
  - Admission, Billing and Discharge Process.
  - Customer complaint management and providing solution and Queue management.
  - Analyzing TAT (Turnaround Time) consumption for each customers in all the services.
  - Providing Warm, Friendly welcome to customers, advising of current promotions and offers to increase average spending.
  - Enter transactions into accounts receivables system, cash register or cash receipt journal/log.
  - Preparing MS-excel and reconciliation for everyday bill payments through cash & cards, tallying the accounts.
  - Helped teams with assignments and deliverables.
1. Preparing and sending bills to Insurance Company for final approval.
  2. Monitoring and recording over due payments.
  3. Following up on missed payments and resolving financial discrepancies.
  4. Preparing FTP (FILE TRANSFER PROTOCOL) sending Patient Final Bill, Discharge Summary, Receipts and Reports to concern Insurance companies for final feedback on products and services.
- Recruitment.
  - Administration.
  - Compensation and benefits.
  - Training and development.
  - Employee relations and performance management
  - Coordination with Management.



# QASIM KHAN

## CUSTOMER SERVICE EXECUTIVE & HR

### ABOUT INFO

A highly motivated and ambitious individual able to give prompt and right support to team members and individuals. Possessing excellent learning and customer service skills and having the ability to work with the minimum of supervision. Having a proven ability to lead by example, self-disciplined and consistently hit targets, improve best practices, and organize time efficiently. Looking for a challenging role in an organization, which provides opportunities to enhance my skills and expand my knowledge for the growth of the company. A results-oriented professional with a background in security and safety supervision, coordination, customer service, and HR assistance. Proven ability to provide efficient support across various functions, demonstrating adaptability and resilience in dynamic environments. Skilled in fostering team collaboration and maintaining high standards of service delivery. Known for adeptly handling challenging situations with tact and diplomacy. Seeking a stimulating role within an organization where I can leverage my multifaceted expertise to drive operational excellence and contribute to organizational growth.

## PERSONAL DETAILS

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

## CONTACT DETAILS

 qkjpersonal@gmail.com

 +971551462268

 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*)

- Developed & implemented security protocols.
- Worked as a Vice Principal.
- Ensure the safe and secure environment for staff and students.
- Developing a creative learning community across the school.
- Handling salaries of staff and fees infrastructure for students.
- Handling all school activities.
- Interviewing/Hiring New Staff and checking old staff's work.
- In contact with families of all students.
- Arranging meetings for staff, students and parents to provide necessary information and training.
- Attending phone calls, managing accounts and facilitate staff, students and parents.
- Teaching Mathematics & Physics to Matric Level.

### 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



### SIRA (Security License)

Dubai Police

## 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



### **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