|  |
| --- |
| **Jamshed Road, Usmania colony, Karachi, Pakistan. / +92 333 3544447 / ramisgill24@gmail.com** |

**RAMIS GILL**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Professional Summary**---------------------------------------------------------------------------------

Motivated business professional bringing 07 years of entrepreneurial experience. Dedicated and personable with extensive experience in managing administrative and sales operations and personnel. Well-versed in training, educating, motivating, and supporting staff members.  **Skills-------------------------------------------------------------------------------------------------------**

* Strategic Planning
* Contract Management
* Employee Development
* Business Administration
* Business Development
* Business Planning.

**Work History-------------------------------------------------------------------------------------------**

**Business Owner: - Royalty Fries & Fast Food**

Karachi, Pakistan -September 2018 - Current

**Job description:**

* Oversaw business budget planning and administration, accounting functions, purchasing, and bi-weekly payroll to handle financial needs.
* Trained and motivated employees to perform daily business functions.
* Consulted with customers to assess needs and propose optimal solutions.
* Put together realistic budgets based upon costs and fees for successfully operating business.
* Introduced new methods, practices, and systems to reduce turnaround time.
* Conducted target market research to discover customer needs and analyze competitor trends.

**Billing Officer: - ZUBAIDA MEDICAL CENTRE**

Karachi, Pakistan - April 2023 - March 2024

**Job description:**

* Worked effectively with medical payers such as Medicare, Medicaid, commercial insurances.
* Contacted clients with past due accounts to formulate payment plans and discuss restructuring options.
* Generated and submitted invoices based upon established accounts receivable schedules and terms.
* Identified, researched, and resolved billing variances to maintain system accuracy and currency.
* Developed and maintained billing procedures to make timely payments.
* Responded to customer concerns and questions on daily basis.
* Monitored customer accounts to identify and rectify billing issues.

**Associate Operations Department: - FOOD PANDA**

Karachi, Pakistan - March 2019 - November 2019

**Job description:**

* Prioritized tasks to meet tight deadlines, pitching in to assist others with project duties.
* Worked varied hours to meet seasonal and business needs.
* Provided product price information to customers.
* Managed customer relations through communication and helpful interactions.
* Created solutions for customers to satisfy specific needs, quality and budget.
* Trained and mentored junior staff on customer service strategies and techniques.
* Volunteered for extra shifts during holidays and other busy periods to alleviate staffing shortages

**Education-----------------------------------------------------------------------------------------------**

**Bachelors of Commerce:** Accounting and Business Management.

**University of Karachi**. Karachi, Pakistan**.**

**Languages-----------------------------------------------------------------------------------------------**

* English
* Urdu.