

# BILAWAL MAQSOOD MIR

DUBAI, UNITED ARAB EMIRATES | +971 555 120 751

## PERSONAL

- Date of Birth: 22-09-1992
- Nationality: Pakistan
- Passport: EZ0991172
- Visa Status: Visit
- Gender: Male
- [bilawalmaqsood2@gmail.com](mailto:bilawalmaqsood2@gmail.com)
- [www.linkedin.com/in/ bilawal-mir-7150aa150](https://www.linkedin.com/in/bilawal-mir-7150aa150)

## PROFILE

I hold a Bachelor of Science (BS) with Honors in Geology and a Master of Science (MSc) in Mass Communication. I bring with me over 5 years of valuable professional experience as a **Customer Service Representative** in the government hospital. My current career objective is to secure a position as a **Customer Service Representative** with forward-thinking employers within the (United Arab Emirates) industry. Ideally, I am seeking an opportunity that not only aligns with my skills but also offers room for professional growth based on demonstrated excellence. I possess the ability to consistently meet deadlines and efficiently handle official duties even under high-pressure situations, all within specified timeframes. Moreover, my adaptable nature allows me to seamlessly integrate into various working environments. I am enthusiastic about the prospect of contributing my skills and experience to the success of your organization.

## EDUCATION

Allama Iqbal Open University Islamabad Pakistan (March 2022)

### MSc. Mass Communication

University of Azad Jammu & Kashmir (Muzaffarabad Azad Kashmir) (April 2016)

### BS. Honor Applied Geology

Mirpur Board of Intermediate & Secondary Education Azad Kashmir (2011)

### Higher Secondary School Certificate (Intermediate)

Federal Board of Intermediate & Secondary Education Islamabad (2009)

### Secondary School Certificate (Matriculation)

## EXPERIENCE

H.H SHEIKH KHALIFA BIN ZAYED AL NAHYAN HOSPITAL /COMBINED MILITARY HOSPITAL  
MUZAFFARABAD AZAD KASHMIR (MINISTRY OF HEALTH)

### CUSTOMER SERVICE REPRESENTATIVE

(July 2018 - December 2023)

#### Job Description:

- Served as the primary point of contact for patients, visitors, and staff, addressing inquiries, providing assistance and ensuring a welcoming environment.

- Managed a high volume of incoming calls, emails, and in-person interactions, demonstrating excellent communication skills and a commitment to delivering exceptional service.
- Handled patient registration processes, including verifying insurance information, updating demographics and scheduling appointments using electronic health record system.
- Resolved patient concerns and complaints promptly and effectively, collaborating with relevant departments to address issues and ensure patient satisfaction.
- Provided guidance and support to patients navigating the hospital system, offering directions, arranging transportation and facilitating access to hospital services.
- Maintained accurate records of interactions and inquiries, adhering to privacy and confidentiality protocols to protect patient information.
- Participated in ongoing training and professional development activities to enhance knowledge of hospital procedures, policies and customer service best practices.
- Assisted with billing inquiries, insurance claims processing, and financial counseling for patients, demonstrating attention to detail and accuracy in financial transactions.
- Collaborated with interdisciplinary teams to streamline processes, improve patient experiences and contribute to overall operational efficiency within the hospital.

## SKILLS

- **Administrative Support:** Assisting with various administrative tasks such as scheduling meetings, making travel arrangements, and preparing reports.
- **Communication:** Strong written and verbal communication skills for interacting with clients, colleagues, and management.
- **Customer Service:** Providing courteous and helpful assistance to visitors, callers, and email correspondents.
- **Problem Solving:** Ability to identify issues and find solutions independently or by collaborating with team members.
- **Adaptability:** Being flexible and able to adapt to changing priorities and responsibilities in a fast-paced environment.
- **Multitasking:** Handling multiple tasks simultaneously while maintaining quality and productivity.
- **Attention to Detail:** Ensuring accuracy in data entry, document preparation and record-keeping.
- **Organization:** Ability to manage calendars, schedules, and files efficiently

## EXPERTISE

- **Shorthand Writing:** Proficient in shorthand writing techniques with a speed of **100** words per minute, ensuring rapid note-taking and transcription during meetings and dictations in fast-paced environment.
  - **Computer Proficiency:** Competence in MS Office (Word, Excel, PowerPoint, Outlook) and familiarity with office equipment and software.
- Typing Speed (MS Word):** Proficient in typing at a rate of **70** words per minute in MS Word, ensuring efficient document creation and data entry.

## CERTIFICATION

- **Certificate in Computer Tools** (January 2018 - June 2018)  
Completed the six months program of instructions in computer professional at Pak Hands Technical Institute, Rawalpindi Pakistan (Skill Testing Association).
- **Certificate in English Shorthand** (June 2017 - December 2017)  
Completed the six months English Shorthand Writing course at Neelum Training Institute Muzaffarabad Azad Kashmir.
- **Certificate in Digital Marketing** (July 2022 - October 2022)  
Completed the training in Digital Marketing course under 'Digiskills training program' collaborated with virtual university from Ministry of Information Technology & Telecom Government of Pakistan.
- **Certificate in Freelancing** (July 2022 - October 2022)  
Completed the training in Freelancing course under 'Digiskills training program' collaborated with virtual university from Ministry of Information Technology & Telecom Government of Pakistan.

## PROJECT & ACHIEVEMENT

### Project Title

- **Determination of Ground Water Potential & Contamination by using Electrical Resistivity Method.** (APRIL 2015)  
The Electrical Resistivity Survey was conducted in selected areas to determine the aquifer characters such as aquifer thickness and its continuity.
- A total of twenty one (21) Electrical Resistivity Sounding (ERS) using Schlumberger array were done.
- The Instrument used for conducting the survey is 'ABEM Terameter, SAAs 4000.
- The project area lies in the district Mirpur Azad Kashmir Pakistan.

### ❖ **Internee Geologist** (June 2015 - December 2015)

Completed six months internship as internee Geologist at Neelum Jhelum Hydro Power Project situated at Muzaffarabad Azad Kashmir.

## ACTIVITIES

- Watching Documentaries & Sports
- Professional Development
- Volunteer Work

## LANGUAGES

- English
- Urdu