



## ZIA HUSSAIN SHAH

Self-confident front-desk executive with composed personality, outstanding efficiency and exceptional customer services through diligent management. Adept at handling tough clients through meaningful engagement and a commitment to managing guest relations. Always maintaining a positive attitude while delegating front office duties to ensure smooth operations. Seeking challenging opportunity with a progressive organization to capitalize my skills and abilities in the fields of Administration/Operations/Finance & Customer service.

### WORK EXPERIENCE

#### Front Office Billing Executive

LLH HOSPITAL MUSAFFAH - 05/01/2019 – Present

##### Main Responsibilities

- Creating a file or registering patients based on the patient's insurance/cash by using INSTA/SAP software
- Skills and knowledge of INSTA/SAP, Manage physician's schedule, book appointment and maintains patients and invoices file by entering and adjusting data.
- billing of laboratory and radiology ordered by physicians after taking approvals and issues invoices by entering service data, Calculating charges, mailing invoices.
- Perform in direct billing and cash billing.
- Have knowledge of insurance limits and claims, approval and rejections of OP and ER dept. billing.
- Provides billing information by collecting, analyzing, and summarizing third party billings, accounts pending and late charges data and trends.
- Identifies responsible party by examining the patient record. Resolves billing issues by discussing contract with third party payer, explaining insurance contract with patient and settlement.
- Ensure compliance with the hospital's and procedures, handling complaints and specific requests to provide patients satisfaction and updates job knowledge by participating in educational opportunities.
- Improve the quality of services by collecting feedback from the patients to achieve the mission/vision of the organization.

#### Front Office Executive

SILK BANK OF PAKISTAN - 23/04/2018 till 01/12/2019

##### Main Responsibilities

- Process credit card applications for new customer setting credit limits and terms of service according to customer background.
- Assisting and encouraging customer in signing up for credit card to get our services.
- Accurately filled out paper work daily to ensure complete credit card process.
- Document all customer inquiries and comments thoroughly and quickly.
- Coordinate between billing department and customer to resolve problems.
- Respond in a timely matter to help customers find items throughout the store.
- Answering customer questions about product availability and shipment time
- Provide accurate and appropriate information in response to customer inquiries.
- Share product knowledge with customer while making personal recommendation.
- Contact new and existing customers to discuss how their needs could be met.
- Deliver prompt, accurate and excellent customer services
- Perform general office tasks for the department.

### SKILLS

- ✚ Strong communication & interpersonal skills
- ✚ Ability to use initiative
- ✚ Motivation & Relationship building capabilities
- ✚ Flexibility and team work
- ✚ Highly enthusiastic & energetic
- ✚ Hardworking & reliable
- ✚ Health administration
- ✚ Market research
- ✚ General office skills

### LANGUAGES

- ✚ English
- ✚ Hindi / Urdu
- ✚ Punjabi / Hindko
- ✚ Pashto
- ✚ Arabic




### **INTERESTS**

-  Travelling
-  Reading Books
-  Mentoring
-  Sports

### **EDUCATION**

-  Bachelor of Business Administration (BBA Honors in Finance) : 2009-2013
-  HSSC–FSc Pre-Medical Sciences : 2008
-  Secondary School Education : 2006

### **PERSONAL DETAILS**

-  DOB :16 May, 1989
-  NATIONALITY : Pakistan
-  Married

### **Front Office Executive**

**PROFESSIONAL SECURITY SYSTEM ABUDHABI - 21/06/2015 till 22/06/2017**

#### **Main Responsibilities**

- Welcome visitors by greeting in person or on telephone answering/referring inquiries.
- Responsible for all internal and external calls in the reception.
- Receiving and passing on email deliveries.
- Maintaining the general filing system and filing all correspondence.
- Providing assisting the Facility/HR department with data entry or general admin duties including faxing, copying, and organizing/maintaining files.
- Preparing weekly & monthly reporting Word and Excel system for the manager.
- Maintaining and updating the Notice Board each day, and throughout the day, to keep all organization announcements current.
- Assisting the facility department team with meetings and event arrangements.
- Monitoring inventory office stock and ordering supplies as necessary.
- Assisting visitors & guests with the transportation services.
- Providing security daily report, maintaining the security guard roster list and controlling the visitor management system.
- Patrolling and maintaining security/safety of facility premises and providing reports of any irregularities.
- Monitor and authorize entrance and departure of employees and other persons to guard against theft and maintain security of your premises.
- Contact the police or fire departments in cases of emergency.
- Assist/provide guidance to staff in evacuation from the building during the emergency.
- Performing all other duties as assigned by the reporting manager within the Scope of my job.

### **INTERNSHIP**

**EXECUTIVE DISTRICT OFFICER FINANCE AND PLANNING DEPARTMENT**

#### **Main Learnings**

- Handled accounts payable, receivable, collection debits and credit applications.
- Maintaining accounts.
- Data entries.
- Posting in SAP
- Auditing.
- Scrolling.

### **DECLARATION**

**I hereby declare that the information furnished above is true to the best of my knowledge.**