



# Zaakir Wahid (ACIM)

## Industry Experience

### Associate Operations Analyst

**SYNERGEN HEALTH NOV 2021 - MAY 2022**

#### RCM - Client Billing & Collections

- Handling 250+ Clients
- Payment Follow ups and Consulting
- Presenting & Onboarding clients to the Client Portal
- Creating Manual Statements for Clients
- Billing Tests on the Client Portal
- Maintaining the Dispute Report
- Posting Payments on the Portal
- Adjusting Price Discrepancies
- Handling Client, Insurance & Donor Reconciliations

### Human Resource & Merchandising Intern

**MAS ACTIVE JAN 2021 - JUL 2021**

#### Talent Management-HR

##### (Recruitment & Employer Branding)

- Sourcing CVs when there is a requirement
- Candidate's Initial Screening
- Scheduling Interviews
- Creating Profile Packs for the Candidates
- Carrying out Ex-MAS Clearance checks
- Validating Certifications with the CV
- Onboarding and Finalizing the Candidates

### Product Development Merchant

#### (Account - OUTDOOR VOICES)

- Front end Customer Communication
- Purchasing Raw Materials from Overseas Suppliers
- Handled Fabric and Heat Seal Testing
- Getting the Samples Delivered to the Client
- SAP - Purchase Order Creation
- SAP - Processing Payments for Raw Materials
- SAP - Material Creation & BOM Creation for Bulk Ordering
- SAP - BOM handover to the Sourcing Team

### Marketing Intern (Summer Internship)

**KPMG (SRI LANKA) DEC 2019 - FEB 2020**

- Updating the KPMG Newsletter for the Top Board
- Creating/Updating the Social Media Plan for the week
- Handling Client Service Review (CSR) Appointments
- Creating the CSR dashboard for the Managing Partner
- Congratulatory Cards to New Client Appointments
- Updating the KPMG Client database
- Event Management for KPMG forums

## Contact

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D.O.B - 28.05.1998

## Education Background

Level 7

Postgraduate Diploma in Professional Marketing

**CAMBRIDGE COLLEGE (2021)**

Bachelor of Business & Commerce - WAM 73%

**MONASH UNIVERSITY**

**MALAYSIA (2017-2020)**

MAJOR 1-MANAGEMENT

MAJOR 2-MARKETING

MINOR INT.BUSINESS

Pearson Diploma In I.T

**ESOFT METRO CAMPUS (2019)**

## Skills & Expertise

Sound Knowledge on SAP

Sound Knowledge on M S Office 365

Market Research

Canva & Adobe Edited

Sound Knowledge on (RCM)

Reliable and Professional Work Ethic

Event Management

Effective Team Player

Customer Relationship Management

Organized and Punctual

Adapting & Adjusting to Situations

## Languages

○ English - Native

○ Sinhalese - Native

○ Tamil - Working

## References

**Pradeep Rajapakse - MAS Active**

Assistant Manager - Operations

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**Rahman Mohamed - SYNERGEN**

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