



Muhammad Usman

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Experience

- **Compass Insurance Brokers LLC** Nov/2023 - Present
Insurance Sales Representative
 1. Prospect and generate leads through various channels.
 2. Conduct thorough insurance needs assessments for clients.
 3. Explain policy features, benefits, and coverage options.
 4. Customize insurance plans to meet individual client requirements. Provide accurate and transparent quotes to potential customers.
 5. Collaborate with underwriters to ensure policy approval and issuance.
 6. Maintain accurate records of client interactions and transactions. Stay updated on industry trends and product knowledge.
- **Leadsquad Digital Media EST, Dubai, UAE** Feb/2023 - Oct/2023
Telesales Executive
 - Calling existing and potential customers to persuade them to purchase company products and services.
 - Accurately recording details of customers' purchase orders. Processing all customer purchases accordingly.
 - Generating promising leads for the outside sales team to pursue. Managing customer accounts by ensuring that existing customers remain satisfied with company products and services.
 - Developing and sustaining solid relationships with customers to encourage repeat business.
- **Al Futtaim – HealthHub, Dubai, UAE** Jan/2021 - Jan/2023
Patient Relations Executive
 - Responding to patient enquiries, explaining hospital policies and procedures.
 - Ensuring the highest level of customer service is provided at all times. Assisting patients with problems associated with hospital registrations and responding to patients compliments regarding hospital services and ensure that concerns are handled properly.
 - Managing of patients detail on government portal (hasana), registering patients, billing , schedule appointments and management of documents.
- **HHM services** Jan/2017 - Dec/2020
Software developer
 - Consulting with departments or customers on project status and proposals.
 - Analyzing information to recommend and plan the installation of new systems or modifications of an existing system.
 - Researching, designing, implementing and managing software program. Testing and evaluating new programs

Education

- **NEST Academy of Management Education, Dubai** 2020-2021
Post graduate diploma in international business management
- **Capital University of Science and Technology, Islamabad, Pakistan** 2015-2019
Bachelors in Computer Science

Skills

- Proficient in Microsoft office (MS Word,MS Excel,Ms Powerpoint,MS Access)
- Social media marketing (running Facebook, Instagram,titkok, google compaigns and ads)
- Strong communication skills,Self motivated and confident

Languages

- English,Hindi,Urdu