



# MUBASHAR IRSHAD

## PROFESSIONAL SUMMARY

Excellent an Customer Service and Sales professional skills with more than 2 years' experience in lead generation and lead qualification to effectively fill the role for Sales Associate, Cashier, Sales Promoter, and Customer Service Officer. Polite and professional person with strong communication

## WORK HISTORY

### Emirates India International Exchange 01/2022- Current CUSTOMER SERVICE OFFICER.

- Receive/issue cash transaction instruments like remittance, foreign currency exchange, WPS, TT, VAT payments etc.
- Comply AML general policy & procedures
- Provided professional and helpful support to new and existing clients.
- Handled in-person, email and mailed correspondence.
- Answered telephone calls with professionalism.
- Maintained working knowledge of available products and services.
- Maintained excellent client satisfaction by providing in-depth support.
- Performed cashier duties, including balancing and end-of-day banking.
- Offered detailed advice on product and service benefits.

### MTBC CARECLOUD PAKISTAN 2019-2021 LEAD ACCOUNT MANAGER

- Communication with New Jersey Management regarding practice issues
- Ensure quality, timeless and accuracy in the entire billing process
- Making Calls to the providers' offices on day-to-day activities
- Daily Signoff (including all the variables of their daily tasks including Exceptions, scanning, and communication.
- Timely and error free entry of medical bills in Software.
- Perform medical billing for offshore doctors.
- Communication with insurances and clients to manage the revenue cycle.
- Follow up of claims from healthcare insurance.

### CONSOLIDATED CONTRACTING COMPANY UAE 2016-2018 CLERK IN LOGISTIC

- Planning and monitoring inbound and outgoing deliveries
- Receives materials and send to site, making gate pass.
- Arranged transportation, resolving issues, prepare loads for shipment.
- Update time sheets, receiving gate pass cards from office and handover to proper person.

## EDUCATION

- **Graduation (B-COM)** University of Azad Jammu and Kashmir Muzaffarabad 2014-2016
- **Intermediate of commerce** Board of Intermediate and Secondary Education, Mirpur (AJK) 2011-2013
- **Matric in science** Board of Intermediate and Secondary Education, Mirpur (AJK) 2009-2011

## CONTACT

ADDRESS # Opposite of Alwahda  
Mall Muroor Road Abu Dhabi  
CELL # 0503923350  
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MUBASHAKIYANI4@GMAIL.COM

## SKILLS

- Enthusiastic about great customer service through listening, a positive attitude, and prompt follow-up.
- Proficient in several Language
- Multitasking
- Dedicated and highly focused with an excellent drive for learning and adaptability.
- Customer Service
- Data entry
- Advanced product knowledge
- Payment processing
- Integrative negotiation
- Face-to-face selling
- Marketing
- Microsoft Office Suite
- Transaction processing
- Cash Handling
- Flexibility

## ADDITIONAL INFO.

DOB : 06/05/1995  
Marital status : SINGLE  
Nationality: Pakistan  
Language:

- ENGLISH
- URDU
- HINDI
- PUNJABI