

IKRAM S MALIK

CUSTOMER SERVICE SPECIALIST

Ikram.Malik@Gmail.Com

0315-5909092

Profile

To obtain a position where I can contribute my skills as an experienced professional, resulting in a mutually beneficial growth relationship between my employer, my team and myself.

Skills

Customer Service

Ability to handle inbound and outbound calls and resolve clients concerns in co-ordination with various departments.

Technical Writing

Strong language skills and understanding of various different conventions of modern technical communications. Able to follow the three Cs of technical writing: Clear, Concise and Complete.

Project Co-ordination

Proven ability to lead and manage a wide variety of design and development projects in team and independent situations. Outstanding trainer. Patient, effective, and highly compatible with a wide range of personalities.

Technical

DOS

HTML

Microsoft Office Suite

Windows XP/2000/7

CSS

Networking Tools

Linux

Adobe Photoshop

Various Web development softwares

Experience

Medical Transcription & Billing Company (MTBC)

106-A/1 Block A, Satellite Town, Rawalpindi. Tel: 051-831-5100

October 2011 - Present

Account Manager: EHR Meaningful Use Team

Provided training and coaching sessions to MTBC clients (US based doctors) regarding the Meaningful Use of Electronic Health Record software.

Helped identify the needs of doctors as it related to the Meaningful Use and co-ordinated with various departments and rectified the issues.

Performed research on Medicare and Medicaid Meaningful Use incentive program as directed by project manager.

Applied critical thinking and problem solving skills to resolve client concerns.

Helped clients complete the requirements of the Meaningful Use in a timely fashion and met the deadlines set forth by the US Government bodies.

Held weekly meetings with project manager and team members to discuss monthly and quarterly goals and assess the progress.

Assisted with special projects as assigned by the department manager.

Medical Transcription & Billing Company (MTBC)

106-A/1 Block A, Satellite Town, Rawalpindi. Tel: 051-831-5100

March 2011 - October 2011

Customer Care Representative (Technical Support Desk)

I was handling inbound and outbound calls at the Technical Support Desk. These calls were from US based doctors and their staff.

I co-ordinated with various departments at MTBC to resolve issues and concerns faced by the MTBC clients.

I provided software training and coaching sessions to doctors and service staff on a weekly basis. Also helped install various softwares used by the MTBC clients.

Provided best possible customer service to improve clients satisfaction.

Performed other duties as assigned by the management

National Car Rental

1998-2002

National Car Rental, Los Angeles (LAX) (Tel: (310) 338 8200)

Customer Service Representative (Sales)

Helped customers travelling in and out of airport on business and leisure. Utilized the computer to help do the job effectively. Helped increase revenue for the company by offering upsells and insurance products.

Pizza Hut Restaurants

1993-1998

20377 Avalon Blvd, , Carson , CA 90746 (Tel: (310) 324 1102)

Manager Operations

I was responsible for supervising service quality, troubleshooting service problems, resolving customer complaints, troubleshooting product problems, calibrating equipment. Daily duties include reviewing "Ready For Revenue" Checklist , Cash Control/Banking Procedures, routine administrative procedures. Also responsible for Daily Labor Management in the unit to operate efficiently, productively and profitably. Weekly responsibilities included receiving deliveries, dating, storing and rotating goods, processing invoices/inventory transfers and calculating marketable usage

Education

Cerritos College, Los Angeles, California

Associates of Arts Degree — **4.0 GPA** (1993-1995)

A+ Certification Microcomputer Repair And Servicing (2001)

Riverside Community College, Riverside, California

Cisco Academy (4 semesters, 2005)

Computer Information Systems Certificate (2005)