



MOHAMMAD TALHA WASEEM

📍 Rawalpindi, Pakistan, 46000 PAKISTAN

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SUMMARY

Highly motivated employee with a desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

SKILLS

- **Management Skills**
- **Organizational Skills**
- **Relationship Building**
- **Task Prioritization**
- **Attention to Detail**
- **Networking**
- **Collaboration**
- **Bookkeeping**
- **Excellent Communication**
- **Finance expert**
- **Social Perceptiveness**
- **Analytical Thinking**
- **Business Administration**
- **Strategic Planning**
- **Customer Relations**

EXPERIENCE

VIRTUAL ASSISTANT, 08/2023 - Current

24-7 CONSULTANCY, Rawalpindi, Pakistan

- **2 Years of Basic Medical Billing Experience** with work on different medical billing software and Insurance Portals (Medicare, Medicaid, Tricare, and or Commercial), EHR, and Medical billing practices. Experience in online Virtual Assistance with Medical providers. Checking of Patient's Eligibility daily, Record keeping, and managing patient's data on behalf of the provider (Demographics, Clinical Reports, Schedules, etc).
- **Verified insurance coverage and eligibility** for medical services rendered.
- **Reviewed account information** to confirm patient and insurance information is accurate and complete.
- **Applied HIPAA privacy and security regulations** while handling patient information.
- **Provided prompt and accurate services** through knowledge of government regulations, health benefits and healthcare terminology.
- **Enforced compliance** with organizational policies and federal requirements regarding confidentiality.
- **Identified professional development opportunities** and delivered comprehensive, standardized and hands-on training to new staff.
- **Verified accuracy and completeness** of data entry into the database system.
- **Reviewed existing information** for accuracy and made necessary corrections.
- **Organized files** according to established procedures for easy retrieval later on.
- **Utilized specialized software applications** related to the job role.

- **Prioritized tasks based on importance and urgency.**
- **Utilized software programs to efficiently manage complex schedules and coordinate resources across different departments.**
- **Managed online calendar systems used by the organization to ensure accuracy of all entries.**
- **Managed personnel schedules to keep shifts properly staffed.**
- **Managed appointment setting, cancellations, and rescheduling for clients, enhancing customer satisfaction.**
- **Organized files, developed spreadsheets, faxed reports and scanned documents, maintaining front desk and reception area in neat and organized fashion.**

RECEPTIONIST, 02/2023 - 04/2023

***CANTT MODEL SCHOOL*, Rawalpindi, Pakistan**

- **Greeted visitors and provided them with assistance.**
- **Maintained an organized filing system of confidential client information in accordance with company policy.**
- **Provided technical support to students during examinations if required.**
- **Monitored student attendance during examinations to ensure compliance with regulations.**
- **Supported invigilation staff during exams by providing assistance as needed.**
- **Prepared, distributed, and collected exam papers, ensuring accuracy of information.**
- **Created seating plans for each examination based on student numbers and allocated room sizes.**

CUSTOMER SERVICE REPRESENTATIVE, 05/2015 - 07/2015

***Ace Solutions*, Rawalpindi, Pakistan**

- **Developed strong relationships with customers by providing personalized assistance and support.**
- **Provided exceptional customer service to ensure customer satisfaction.**
- **Tracked orders from start to finish to ensure timely delivery of goods or services.**
- **Provided accurate information about products and services to customers.**
- **Answered customer inquiries and provided accurate information regarding products and services.**
- **Developed positive relationships with customers through friendly interactions.**

SHOPKEEPER, 08/2011 - 04/2015

***Universal Medical Store*, Rawalpindi, Pakistan**

- **Demonstrated knowledge of store products, services, pricing plans, promotions, payment options, return policies.**
- **Generated repeat business by responding to customer concerns with friendly and knowledgeable service.**
- **Delivered excellent customer service and adhered to standard practices to maximize sales and minimize shrinkage.**
- **Built customer confidence by actively listening to concerns and complaints and**

quickly resolving issues.

- Used excellent verbal skills to engage customers in conversation and effectively determine needs and requirements.

EDUCATION AND TRAINING

VIRTUAL UNIVERSITY, LAHORE, PAKISTAN

Master of Business Administration

PUNJAB UNIVERSITY, LAHORE, PAKISTAN, 12/2022

B.COM: Business

FINCOM COLLEGE, LALAZAR, RAWALPINDI, 09/2022

I.COM: Business

502 MODEL COLLEGE, LALAZAR, RAWALPINDI, 06/2011

Metriculation: Science Education

CERTIFICATION

- Certificate of Stenotypist from AGT Institute.
- Certificate of IT from AGT Institute.