

Muhammad Shaheryar

BBA graduate with a specialization in Marketing and Finance, seeking a dynamic role in a reputable organization. Brings hands-on experience in hospital administration, banking operations, and clerical support, with a strong focus on enhancing business operations, customer service, and administrative efficiency. Equipped with a solid foundation in IT skills and a proven ability to adapt quickly in fast-paced environments.

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📍 RAWALPINDI, PAKISTAN

WORK EXPERIENCE

Shifa International Hospital, Islamabad

Senior Corporate Business Associate

Sep 2025 TILL PRESENT

- Led strategic initiatives to optimize revenue growth and billing efficiency in IPD.
- Developed strong relationships with hospital management, medical panels, and insurance providers
- Mentored junior team members on billing processes and insurance policies.
- Analyzed billing discrepancies and implemented process improvements.
- Collaborated with cross-functional teams to drive revenue growth and reduce outstanding dues.
- Managed complex billing issues and disputes with medical panels and insurance providers.

Shifa International Hospital, Islamabad

Corporate Business Associate

OCT 2022 – Sep 2025

- Managed In-Patient Department (IPD) billing for panel patients in compliance with hospital protocols and corporate agreements.
- Reviewed and validated insurance approval letters; interpreted panel contracts to determine coverage limits, exclusions, and co-payment obligations.
- Generated accurate invoices in alignment with panel agreements and ensured timely collection of dues directly from patients when required.
- Performed daily follow-ups with panel patients to track and recover outstanding payments, maintaining efficient cash flow.
- Coordinated with both government and private medical panels to secure approvals, resolve billing discrepancies, and ensure compliance with contractual terms.
- Responded promptly and professionally to patient inquiries related to billing, insurance coverage, approval processes, and panel terms.

Allied Bank Limited, Rawalpindi

Teller

Jul 2021 – Apr 2022

- Assisted in account opening and customer onboarding processes, ensuring all documentation was accurate and compliant with regulatory requirements.
- Delivered professional, customer-centric service in a high-volume banking environment, addressing client needs efficiently and courteously.
- Guided customers through product offerings, account types, and banking procedures, enhancing customer understanding and satisfaction.
- Supported the processing of account maintenance requests, including updates to customer information and service preferences.
- Collaborated with cross-functional teams to resolve customer issues promptly, maintaining high service standards and client retention.

- Maintained detailed records of customer interactions and transactions, ensuring data accuracy and confidentiality in line with banking policies.

501 Model Secondary School, Rawalpindi

Junior Clerk (Contractual)

Jan 2018 – Feb 2020

- Provided administrative and clerical support to staff and students.
- Maintained school records and documentation.
- Successfully completed a 2-year contract.

EDUCATION

Bachelors in Business Administration (BBA)

Preston University–2020

SKILLS

- HospitalAdministration & Corporate Client Handling
- Cash Handling & Transaction Management
- Admission & Discharge Processes
- Billing & Insurance Approval Processing