

MUHAMMAD SHAHBAZ

Professional Summary

Dedicated and professional Administrative and Accounts Officer with over 5 years of experience in educational support, customer service, office administration, and financial operations. Skilled in front desk management, communication, scheduling, record keeping, admissions support, and Microsoft Office. Strong organizational and interpersonal skills with the ability to work in fast-paced educational environments while maintaining professionalism and confidentiality.

Core Competencies

Administration, Finance, Customer Service, Office Management, Documentation, Data Management, Communication, Coordination

EXPERIENCE

June 2021 Present

SALMA & KAFEEL MEDICAL CENTRE PVT LTD ISLAMABAD

Accounts Officer & Cashier

- ❖ Managed daily cash transactions, receipts, payments, and bank deposits with accuracy.
- ❖ Maintained accounts payable and accounts receivable records using accounting procedures
- ❖ Prepared daily, weekly, and monthly financial reports for management review.
- ❖ Reconciled bank statements and ensured accurate financial recordkeeping.
- ❖ Processed invoices, payment vouchers, expense reports, and payroll-related documentation.
- ❖ Handled patient billing, cash collections, POS/card transactions, and receipt issuance.
- ❖ Coordinated with internal and external auditors by preparing financial documents and supporting audit activities.
- ❖ Maintained confidential financial records and ensured compliance with organizational policies.
- ❖ Assisted with budgeting, procurement records, and inventory-related financial documentation.
- ❖ Managed email correspondence, telephone inquiries, and administrative documentation.
- ❖ Scheduled appointments, coordinated meetings, and maintained office records.
- ❖ Delivered professional customer service by assisting patients and resolving billing-related queries.



RAWALPI NDI



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SKILLS SUMMARY

- Health Management System
- Customer Service
- Team player
- Problem solving
- Communications Skills
- Self-Motivated
- Payroll
- Accounts Payable
- Data Entry
- Bank Ledger
- Cash Book
- Book keeping



Customer Support Officer (CSO)

Zong CMPAK

February 2022 – April 2022

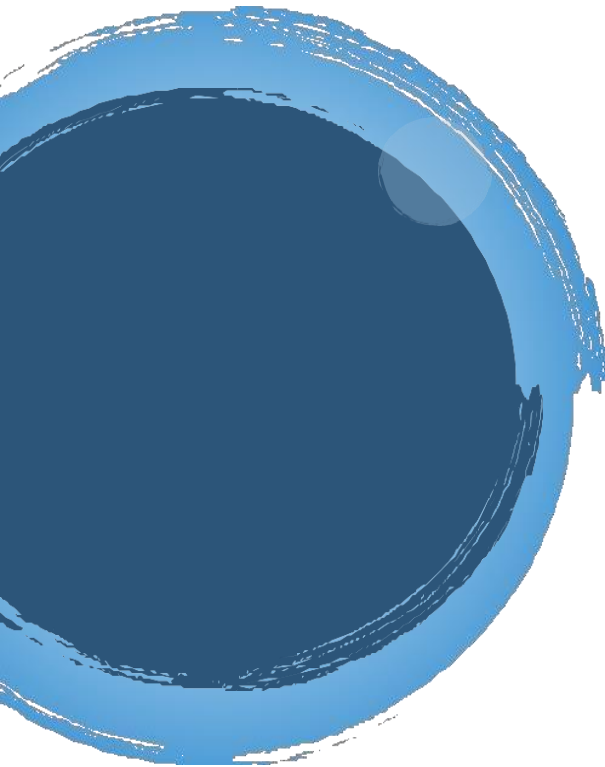
- ❖ Assisted customers by resolving inquiries related to mobile services, packages, billing, and account information.
- ❖ Handled customer complaints professionally and provided timely, effective solutions to ensure high customer satisfaction.
- ❖ Maintained accurate records of customer interactions and updated information in the CRM system.
- ❖ Achieved service quality standards by following company policies and meeting response time targets.
- ❖ Prepared daily performance reports and coordinated with supervisors to improve customer service operations.

Receptionist

Hospital cure link

February 2017 – April 2018

- ❖ Welcomed patients and visitors, providing professional front desk and reception services.
 - ❖ Answered and directed incoming phone calls, emails, and visitor inquiries efficiently.
 - ❖ Maintained patient records, registration documents, and confidential medical files.
 - ❖ Prepared correspondence, reports, invoices, and other administrative documents.
 - ❖ Coordinated with different departments to ensure smooth daily administrative operations.
 - ❖ Handled cash payments, issued receipts, and maintained accurate transaction records when required.
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EDUCATION

MS Economics (2025 | CGPA:3.08/4.00)
COMSATS University Islamabad

Bachelor in Education (2024 | CGPA:2.71/4.00)
Allama Iqbal Open University

M.Sc. Economics (2020 | CGPA:3.73/4.00)
Federal Urdu University Islamabad

B.Sc. (Mathematics, Statistics, Economics) (2020 | Marks: 387/800)
University of the Punjab, Lahore

F.Sc. (Pre-Engineering) 2015 | Marks: 606/1100
BISE Abbottabad

Matriculation (Science) 2013 | Marks:665/1050
BISE Rawalpindi

Certification

- Startups and Entrepreneurship (DIGI SKILLS)
- Computer Certificate (AGT Saddar Rawalpindi)

Diploma

Information Technology (2018 | Marks: 1000/771)
Trade Testing Professional Council

SKILLS

- ❖ Microsoft Office , Power BI, SQL
- ❖ EViews
- ❖ SPSS
- ❖ Python Basic
- ❖ Office Administration
- ❖ Record Management
- ❖ Communication Skills
- ❖ Scheduling & Coordination

Languages

Pashto, Urdu, English

