



Baidar Hussain

Quality Assurance Executive at Prima Systems

Contact Info

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Lahore, Pakistan

Technologically savvy with a track record of administration and sales conception to completion, creating instructional initiatives, and guiding people to success. Dynamic and driven. able to create cross-functional teams, exhibit outstanding communication abilities, and make crucial decisions when faced with problems. Adaptable and transformational leader with the capacity to work autonomously, produce compelling presentations, and create possibilities that advance company objectives.

Strengths & Skills

- ✓ Analytical Skills
- ✓ Learning Agility
- ✓ Sales Operations
- ✓ Team PLayer
- ✓ Account Management
- ✓ Time Management
- ✓ Skilled Multi-tasker
- ✓ Organizational Development
- ✓ Quality Assurance
- ✓ Administrative Assistance
- ✓ Professional Communication
- ✓ Customer Service Management
- ✓ MS Office
- ✓ Business Development
- ✓ Qualitative Research

Academics

Title	Institute	Score	Date
B.com	Bahauddin Zakariya University, Multan	54%	2019
D.com	Punjab Board of Technical Education, Lahore	63%	2012
Matric	Al Kamal Boys High School, Jampur	75%	2009

Certifications

Title	Authority	Date
Computer Hardware & Network Professional	Punjab Vocational Training Council	Feb 2012 - Apr 2013

Experience 9 years

Company	Designation	Duration	
Prima Systems	Quality Assurance Officer / QA Officer	Dec 2020 - Aug 2022	1.7 years
Maxremind	Billing Executive / Medical Billing Executive	Feb 2019 - Nov 2020	1.8 years
Qarshi Industries (Pvt) Limited	Sales Manager/Business Development Manager	Feb 2018 - Feb 2019	1 year
Roofline	Assistant Administrative	Dec 2015 - Jan 2018	2.1 years
Zong Franchise	Franchise Operations Manager	Jan 2013 - Dec 2015	2.9 years

Work History

Prima Systems

Dec 2020 - Aug 2022 (1.7 years)

Quality Assurance Officer / QA Officer

Lahore, Pakistan

Skills Obtained in This Position:

Developing Evaluation Programs · Keeping track of the key industry trends · Monitoring Customer Interactions · Calibration Sessions · Utilization of Technology · Coaching & Mentoring · Compliance Monitoring · Driving Innovation and Optimizing Processes · Competitive Analysis · Agent Engagement · Revenue Growth · Improving Overall Contact Center Efficiency · Quality of Service (QoS)

Job Description:

Maintain and develop internal support and call center quality standards;
Review a subset of support agents' conversations (calls, emails, chat, etc)
Assess support interactions based on internal standards;
Accompany evaluations with meaningful and constructive feedback;
Discuss and explain feedback with agents in regular meetings;
Analyze all customer service metrics and how the support team's performance affects those KPIs;

- Create strategies to improve support KPIs;
- Help agents improve their performance with specific instructions and constant support;
- Map the need for training and onboarding programs and initiate these projects;
- Monitor customer service performance on the agent and team level;
- Create reports that reflect support performance;
- Report support team's performance to higher-ups;
- Participate in calibration sessions to maintain consistency in internal evaluations,
- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Identify customer needs and help customers use specific features
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Update our internal databases with information about technical issues and useful discussions with customers
- Monitor customer complaints on social media and reach out to provide assistance
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Follow up with customers to ensure their technical issues are resolved
- Gather customer feedback and share with our Product, Sales and Marketing teams
- Assist in training junior Customer Support Representatives
- Prompt chat and email response to customers
- Document each customer's question or problem as well as the resulting answer or solution
- Develop customer service solutions.
- Maintain service level.

Maxremind

Feb 2019 - Nov 2020 (1.8 years)

Billing Executive / Medical Billing Executive

Islamabad, Pakistan

Skills Obtained in This Position:

Clinical Skills · Patient Service Skills · Medical Transcription · Interpersonal Communication · Updating patient record · Remote Teamwork, Empathy · Resiliency · Patient Care Management · Time Management · Hospitality Management · Patient Satisfaction · Appointment Scheduling · Payments · Patient Accounts Handlings

Job Descriptions:

- Answering phone calls, creating appointments, directing the calls as required and handling all queries
- Informing the Doctor, Nurse or other healthcare facilitators about impending appointments
- Maintaining a filing system for all patient documents and reports submitted
- Answering emails and other electronic messages as required
- Creating invoices and bills, processing insurance forms and managing vendors and contractors
- Managing inventory and placing orders as required
- Transcribing all notes and documents related to treatments
- Schedule and coordinate appointments
- Assist patients with initial paperwork
- Accurately update and maintain patients' health records
- Verify insurance coverage and assist the billing department with processing claims
- Communicate test results to patients when directed by physicians or nursing professionals
- Inform patients of credit card declines or insurance ineligibility and other billing issues
- Developing a care plan to address their patient's personal health care needs
- Consulting with patients and family members to discuss their health problems
- Educating patients about their condition, medication and giving them specific instructions
- Perform analytical and data entry task
- Answer patient calls, emails and questions, including finding insurance estimates
- Confidentially manage patient accounts
- Schedule patient visits and answer pre-visit questions, including about billing
- Ensure compliance with professional standards & regulatory requirements
- Provide patient consultations and recommended treatments
- Discuss cost of service, insurance coverage, and payment options with the patient
- Work as a team player to ensure each patient receives the best service possible
- Schedule any necessary outpatient appointments
- Get prior authorizations for procedures
- Scan documents into patient charts
- Meet with patients and families regarding treatments, procedures, medications, and continuing care.
- Assist care team with setting goals for quality assurance and best practices
- Provide community resources and referrals for continuing care
- Assist in locating funding for special procedures or other patient needs

Qarshi Industries (Pvt) Limited

Feb 2018 - Feb 2019 (1 year)

Sales Manager/Business Development Manager

Dera Ghazi Khan Rajanpur, Pakistan

Skills Obtained in This Position:

Analysis Skills, Strategic Planning Abilities ,Strong Communication Skills,Collaboration and Motivation Skills, Delegation Skills, Ability to Remain Calm Under Pressure, Good People Skills. Leadership, Ability to train, coach and mentor, Defining, implementing (and innovating) sales plans,

Organizational skills, Negotiation · Business Resilience · Active Listening · Effective communication · Cognitive Flexibility · Optimism · Public Speaking · Growth Strategies · Product Knowledge · Communication skills · Organization Skills · Conflict management skills

Job Description:

Determines annual unit and gross-profit plans by implementing marketing strategies; and analyzing trends and results.
Establishes sales objectives by forecasting and developing annual sales quotas for regions and territories; and projecting expected sales volume and profit for existing and new products.
Implements national sales programs by developing field sales action plans.
Maintains sales volume, product mix, and selling price by keeping current with supply and demand, changing trends, economic indicators, and competitors.
Establishes and adjusts selling prices by monitoring costs, competition, and supply and demand.
Completes national sales operational requirements by scheduling and assigning employees; and following up on work results.
Maintains national sales staff by recruiting, selecting, orienting, and training employees.
Maintains national sales staff work results by counseling and disciplining employees; and planning, monitoring, and appraising job results.
Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
Contributes to team effort by accomplishing related results as needed.
Close new deals at a high rate
Build relationships with existing customers
Cultivate new leads within the sales territory
Travel throughout the territory and visit customers on a recurring basis
Manage multiple accounts simultaneously
Maintain records of all sales leads and/or customer accounts
Represent the brand during all customer and prospect interactions
Educate customers on how products or services can benefit them financially and professionally
Monitor the company's industry competitors, new products, and market conditions.

Roofline

Dec 2015 - Jan 2018 (2.1 years)

Assistant Administrative

Lahore, Pakistan

Skills Obtained in This Position:

Independence, Professionalism, Organization, Time management, Interpersonal skills, Written communication, Verbal communication, Attention to detail, Microsoft Office, Adaptability

Job Description:

Answer and direct phone calls
Plan meetings and take detailed minutes
Write and distribute email, correspondence memos, letters, faxes and forms
Assist in the preparation of regularly scheduled reports
Develop and maintain a filing system
Update and maintain office policies and procedures
Order office supplies and research new deals and suppliers
Book travel arrangements
Submit and reconcile expense reports
Provide general support to visitors
Act as the point of contact for internal and external clients
Liaise with executive and senior administrative assistants to handle requests and queries from senior managers
Handling office tasks, such as filing, generating reports and presentations, setting up for meetings, and reordering supplies.
Providing real-time scheduling support by booking appointments and preventing conflicts.
Making travel arrangements, such as booking flights, cars, and making hotel and restaurant reservations.
Screening phone calls and routing callers to the appropriate party.
Using computers to generate reports, transcribe minutes from meetings, create presentations, and conduct research.
Greet and assist visitors.
Maintain polite and professional communication via phone, e-mail, and mail.
Anticipate the needs of others in order to ensure their seamless and positive experience.

Zong Franchise

Jan 2013 - Dec 2015 (2.9 years)

Franchise Operations Manager

Jampur, Pakistan

Skills Obtained in This Position:

Marketing, Communication, Leadership, Sales Strategies, Staff Coaching & Training, Customer Service · Qualitative Research · Microsoft Office · Organizational Development · Data Entry · Continuous Improvement · Business Development · Account Management · Project Management · Client Services · Optimistic · Problem Solving · Hospitality Management · Situational Judgment · Learning Agility · Skilled Multi-tasker · Agent Engagement · Coaching & Mentoring · Professional Communication · Sales Operations · Quality Assurance · Empathy · Interpersonal Skills · Time Management · Customer Support · Executive Administrative Assistance · Team Management · Analytical Skills · Customer Service Management

Job Description:

Developing marketing strategies to promote the company's products or services in local markets
Coordinating with other staff members in the company to ensure that all operations are running smoothly

Developing training programs for new franchisees, employees, and managers

Recruiting prospective franchisees based on their financial resources, business experience, and personal characteristics

Interviewing potential franchisees and reviewing their application forms to determine if they are eligible to purchase a franchise

Managing ongoing operations of a franchise location by overseeing staff members, making operational decisions, and maintaining relationships with customers.

Reviewing financial statements to ensure that franchisees are following company standards for operations.

Ensuring that each franchise location meets company standards for cleanliness, appearance, employee behavior, and operating procedures.

Managing the development of promotional plans for new products and services to ensure that they are effective at increasing brand recognition and sales.

Awards

Title	Authority	Date
Employee Of the Month	Prima Systems	2022

Industries

- Banking/Financial Services
- BPO
- Business Development
- Call Center
- Education/Training
- Healthcare/Hospital/Medical
- Personal Care and Services
- Services
- Sales&Marketing
- administration
- Writing
- Information security

Functional Areas

- Data Entry
- Field Operations
- Marketing
- Merchandising
- Monitoring & Evaluation (M&E)
- Operations
- Product Management
- Public Relations
- Quality Assurance (QA)
- Researcher
- Sales & Business Development
- Secretarial, Clerical & Front Office
- Training & Development
- Telecommunication
- Research & Development
- Banking Operations
- Administration And Office Support
- Education / Teaching

Languages

- Urdu - Native
- Punjabi - Native
- Saraiki - Native
- English - Medium
- Hindi - Medium

Hobbies

- History Reading
- Traveling
- Researching