

Malik Faizan Ali



House # 337 Ward # 5 Mahalla Hafiz Abad
Gujar Khan, Distt Rawalpindi



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OBJECTIVE:

I would like to demonstrate my abilities to identify & analyze main processes, solve problems, implement changes and provide recommendation for process improvement. I can quickly learn new systems and procedures To work in an environment where expert technical skills, extensive professional knowledge, excellent interpersonal and analytical skills will be fully utilized and further developed.

PERSONAL INFORMATION

- Name: Malik Faizan Ali
- Father's Name: Malik Nasar Iqbal
- Date of Birth: 10th October, 1989
- Nationality: Pakistani
- Marital Status: Married
- Domicile: Punjab
- CNIC: 37401-4689077-5

EDUCATION

- **MA**
Allama Iqbal University Islamabad, Pakistan
2020
- **B.A.**
Allama Iqbal University Islamabad, Pakistan
2015
- **I.COM.**
Federal Board Islamabad, Pakistan
2013
- **S.S.C**
Board of Intermediate & Secondary Education Rawalpindi, Pakistan
2010

TECHNICAL, EDUCATION

- **Government of Pakistan**
Ministry of Education & Professional training national institute Islamabad, Pakistan
Diploma in computer hardware & Software 1 year
- **Special Course of Computer Software (PCCS)**
Major Courses: Gujar Khan, Pakistan
⇒ Ms DOS / Windows. 1 year
⇒ Ms Office Package (Word, Excel, PowerPoint).
⇒ Graphics and Urdu In page.
⇒ Multimedia, Internet & Email.
⇒ Typing speed 30 WMP.

➤ **Milling Machine Operator**
G.T.T.I Gujar Khan

Punjab Board (Lahore)
3 Months

CERTIFICATIONS/ TRAINING

- | | |
|---|-----------------------------|
| ➤ Shifa International Hospitals Ltd.
Customer Service beyond Excellence | Islamabad, Pakistan
2014 |
| ➤ Shifa International Hospitals Ltd.
Basic Life Support Course | Islamabad, Pakistan
2014 |
| ➤ MaxHealth Hospital G-8 Markaz
Frontline fighter against Covid | Islamabad, Pakistan
2021 |

PROFESSIONAL SKILLS

- Public dealing and customer care skills.
- Marketing management skills.
- Office administration skills.
- Proficiency with computers and strong typing skills
- Ability to ask prying questions and diffuse tense situations.
- Strong time management and decision-making skills

JOB ACTIVITIES & RESPONSIBILITIES (EXPERIENCE)

- ⇒ Coordinates the planning of admission and discharge, home care,
- ⇒ Great ability of organizational and demonstration skills both written and verbal regarding patient.
- ⇒ Prepared and conducted the education sessions for new staff.
- ⇒ Members with advance and specialized information
- ⇒ Excellent communication and intrapersonal skills
- ⇒ To work and collaborate closely with doctors to plan and execute service and increase number of OPD consultations.
- ⇒ Analyzing data for trends and quality performance review for daily, weekly, and monthly.
- ⇒ Managing social media, Facebook, Insta and YouTube.
- ⇒ Establishing a thorough patient/ customer feedback mechanism to collect and analyses customer feedback and suggestions. Coordination with operations team to take measures to enhance customer experience.
- ⇒ Corporate business development: identifying prospects for partnerships and alliances.
- ⇒ Identifying new business opportunities, including new markets, growth areas, trends, customers, partnerships/ alliances, services.
- ⇒ Meeting with Panels companies Doctors and focal persons
- ⇒ Using HIMS (Hospital information Management System) for data entry and reporting as per hospital needs.
- ⇒ Using SAP (Systems Applications and Products) for data entry and reporting as per hospital needs

PROFESSIONAL EXPERIENCE

- **Maxhealth Hospitals Ltd.** Islamabad, Pakistan
As A UR (Unit Receptionist) 5 Year
- **Shifa International Hospitals Ltd.** Islamabad, Pakistan
As A F/R (Floor Representative) 3 year

- **NEXTECHSOFT SOFTWARE HOUSE, RAWALPINDI** Rawalpindi, Pakistan
52, 53, Safari Mall, Safari Villas, Behria Town, Rwp 1 year
 - ⇒ Software Developer, Masks include
 - ⇒ Sound & Text insertion, Development of Inputs.
 - ⇒ Designing the interface for VMT (computer-based training).
 - ⇒ Lesson Development.
 - ⇒ Aero plane Maneuver making.
 - ⇒ 3D modeling and animations for finalize the VMT

- **Saeed Sons, Distributor Continental Biscuits** Gujar Khan, Rawalpindi
As A KPO (Key Performance officer) 1 year

INTERESTS & HOBBIES

- Reading Books.
- Work on computer.
- Graphic designing.
- Playing cricket.
- Current affairs.

LANGUAGE SKILLS

- Urdu
- English
- Punjabi

Reference: will be provide upon request.