

# HASSAN IMTIAZ

PRE- Patient Relations  
Executive

050-1571342

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Sharjah, UAE

Have a valid U.A.E Driving License

Student Visa

Expiry Date: 09/10/2024

## PROFILE

To work for a progressive organization in a highly motivating and challenging environment that provides the best opportunities to grow and utilize my potential to the fullest to achieve the organization's goal while achieving my personal goals. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## WORK EXPERIENCE

### VAS SALES EXECUTIVE

Ongoing

#### EDENRED | C3 PAY | Dubai | UAE

- Established and maintained positive, profitable client relationships through superb communication.
- Built focused new client networks, growing business opportunities and increasing revenue possibilities.
- Built long-term relationships with customers and generated referrals from existing clients.
- Distribute cards, and collect KYC of the authorized individuals, ensuring we comply with mandatory compliance regulations.

### CONTROL ROOM AGENT/TECHNICAL

Oct 2023 - Jan 2024

#### SUPPORT | INTERNSHIP

#### CARTRACK | Dubai | UAE

- Highlighted elements of risk and worked calmly to resolve, carefully monitored security operations through monitoring system.
- Remotely sent series of various commands to control the GPS tracking devices installed in the vehicles.
- Assist on-site technicians fitting GPS tracking systems in vehicles by diagnosing and resolving technical issues, offering step-by-step guidance to ensure smooth installations, resolving connectivity, software, or hardware problems for accurate system functionality.
- Supported technicians by conducting mandatory remote audits and tests post-device installation in vehicles, ensuring compliance and system functionality, guaranteeing accurate performance for the GPS tracking systems.

### DRIVE TEST ENGINEER

Sept 2023 - Oct 2023

#### WE NETWORK | Oman | Muscat

- Conducted drive tests to evaluate and troubleshoot mobile network parameters, including signal strength, handovers, and interference, to ensure optimal network performance.
- Utilized testing tools and equipment to collect data, analyze network KPIs (Key Performance Indicators), and generate reports to assist in network optimization and troubleshooting activities.
- Identify and report network issues such as dropped calls, coverage gaps, and data throughput problems encountered during drive tests. Work closely with the engineering team to troubleshoot and resolve issues promptly, contributing to the overall reliability and quality of the telecommunications network.

## SKILLS

- Fluent in speaking English, Urdu, Hindi Good in handling and dealing situations
- Potential Worker.
- Good possession.
- Good communication skills both verbal & listening
- Self-Confidence and Self-Awareness Flexible work

## EDUCATION

### Bachelor's in Software Engineering

University Of Bolton | Ras Al Khaimah | UAE

Ongoing

### ATHE Level 3 Diploma in Business and Management | BTEC

University Of Bolton | Ras Al Khaimah | UAE

June 2020

### IGCSE O-Levels

#### Physics | Math | Chemistry | ICT |

English Language School Pvt | Dubai | UAE

July 2017

## **STOCK/INVENTORY COUNT**

Dec 2022 - Jan 2023

### **AL Futtaim Pharmacies | Dubai | UAE**

- Managed inventory levels to ensure availability of products while minimizing stock-outs and excess inventory.
- Identified and reported inventory discrepancies, resulting in improved inventory management.
- Performed regular stock audits and identified discrepancies, resulting in a more accurate inventory count.

## **PRE- PATIENT RELATIONS EXECUTIVE**

Feb 2021 - Dec 2022

### **AL Futtaim Health Hub| Dubai | UAE**

- Identified and implemented customer service and complaint handling advancements.
- Analyzed complaint root causes to identify improvement areas.
- Inputting Demographical data of the PCR patients on a daily basis.
- Daily usage of MS Excel, arranging daily patients in excel well sorted out.
- Assisting patients in filling out patient history forms, consent forms, and payment contract forms, when necessary.

## **CALL CENTRE AGENT**

Aug 2018 - Dec 2018

### **Feedback Market Research Company | Sharjah | UAE**

- Logged call details and customer information in secure systems, improving data collection measures.
- Processed complaints professionally, seeking effective, timely solutions for continued customer satisfaction.
- Handled high call volumes with accuracy and efficiency for optimum productivity.
- Maintained accurate knowledge of current services to provide informative customer advice.
- Conducted various customer satisfaction surveys.

## **PROMOTOR**

Feb 2018 - March 2018

### **Arla | Sharjah | UAE**

- Delivered an outstanding customer experience through verbal skills , achieving 100% customer satisfaction score across products and various categories.
- Engaging with potential customers, creating brand awareness, and driving sales through various marketing strategies and promotional activities.