



PROFILE

"Seeking a career as a cashier and billing specialist where I can apply my keen numerical skills, exemplary customer service, and passion for accuracy to streamline transactions, foster positive customer experiences, and contribute to the financial success of the company."

PERSONAL INFO

Father's name: Muhammad Saleem

Marital status: Married

Identity No: 42201-7695629-3

CONTACT

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ADDRESS

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REFERENCES

Can be provided on request.

MUHAMMAD AZEEM

EDUCATION

Intermediate F.A (2021)

Memon Degree College Clifton (Karachi, Pakistan)

Metric Arts (2015)

Al-Abbas-Sec School Qayyumabad (Karachi, Pakistan)

WORK EXPERIENCE

**(Currently Working Since Feb 2023 Billing Cashier & Billing Officer
Dr. Ziauddin University Hospital Karachi)**

1. Patient Registration & Information Collection:

- Ensure all patient information is accurately entered into the system, including personal details, insurance information, and medical history.
- Verify insurance coverage and determine the patient's financial responsibility.

2. Billing Services:

- **Generate Invoices:** Create detailed bills for medical services, including consultations, treatments, procedures, diagnostics, medications, and room charges.
- **Ensure Accuracy:** Cross-check the accuracy of charges against patient records and services rendered to ensure correct billing.

3. Cash Handling & Payment Collection:

- **Collect Payments:** Accept various forms of payment (cash, credit/debit cards, checks) for services rendered and process transactions.
- **Provide Receipts:** Issue receipts to patients for payments and record the transaction in the system.
- **Ensure Cash Flow Management:** Maintain and reconcile the cash drawer at the end of each day, ensuring that all payments are accounted for.

4. Payment Follow-up & Collection:

- **Monitor Outstanding Payments:** Regularly review patient accounts for unpaid bills and follow up with patients or insurance providers to collect outstanding payments.
- **Communicate Payment Plans:** Offer patients payment plan options for outstanding balances and assist in managing those plans.
- **Handle Payment Discrepancies:** Resolve any billing disputes, payment issues, or discrepancies that arise, providing clear explanations to patients.

5. Refunds & Adjustments:

- **Process Adjustments:** If there are billing errors (e.g., overcharges or missed charges), ensure the appropriate adjustments are made in the system.
- **Issue Refunds:** Handle refunds when necessary, ensuring that proper documentation and approvals are in place for any returned payments.

6. Documentation & Record-Keeping:

- **Maintain Financial Records:** Keep accurate and up-to-date records of all transactions, invoices, payments, adjustments, and insurance claims.

- **Generate Reports:** Produce daily, weekly, or monthly financial reports detailing payments received, claims status, pending balances, and other relevant financial data.

7. Customer Service:

- **Address Patient Inquiries:** Provide assistance to patients regarding their bills, explain charges, and help with any confusion or concerns related to payments.

Cashier (MR. BURGER Fast Food International Restaurant) Jan 2017 – Dec 2020.

1. Handling Customer Payments:

- Receive and process payments from customers for food and beverages, using cash, credit/debit cards, or other forms of payment.
- Issue receipts and provide the correct change when applicable.
- Ensure that the payment process is accurate and efficient.

2. Managing Cash Register:

- Operate the cash register and input orders accurately.
- Keep track of cash, credit transactions, and other payment methods throughout the shift.
- Reconcile the cash drawer at the beginning and end of each shift
- Order Processing:
- Verify the accuracy of customer orders before processing payments.
- Ensure that food and beverage orders are correctly communicated to kitchen staff.
- If applicable, provide customers with order numbers or receipts for takeout or delivery orders.

3. Maintaining Cleanliness and Organization:

- Keep the cashier station clean, organized, and stocked with necessary supplies (e.g., receipt paper, pens, change).
- Ensure that the payment area is tidy and welcoming for customers.

4. Handling Customer Complaints:

- Address customer concerns or complaints related to payment or service, escalating issues to management when necessary.
- Ensure customers leave with a positive experience, resolving issues quickly and professionally.

5. Processing Discounts or Promotions:

- Apply discounts, coupons, or special promotions to customer bills as per restaurant policies.
- Ensure that promotional offers are accurately applied and processed.

6. Assist in Inventory Management:

- Occasionally help with stocktaking or keeping track of inventory for items related to the cashiering area (e.g., receipt paper, gift cards, etc.).

7. Maintaining Security and Confidentiality:

- Ensure all payment information, including credit card details, is kept confidential.
- Follow security procedures to prevent theft or fraud during the transaction process.

8. Providing End-of-Day Reports:

- Prepare and submit accurate cash and sales reports to management at the end of each shift.
- Ensure that all transactions are properly recorded and any discrepancies are addressed.

**Shift In charge (MR. BURGER Fast Food International Restaurant)
Jan 2021 – Jan 2023.**

1. Customer Service Oversight:

- Ensure that all customers receive prompt, friendly, and professional service.
- Address customer complaints or concerns, resolve issues, and ensure that customers leave satisfied.
- Monitor the quality of service provided by the team and ensure that customer expectations are met.

2. Operational Oversight:

- Ensure that all restaurant operations run smoothly, including food preparation, serving, cleaning, and closing procedures.
- Manage the flow of orders from customers to the kitchen, ensuring timely preparation and delivery of food.
- Check that food quality, presentation, and hygiene standards are consistently met.

3. Inventory Management:

- Monitor stock levels of food, beverages, and other restaurant supplies.
- Ensure that the kitchen has the necessary ingredients and supplies to meet customer demand during the shift.
- Report any stock shortages or issues to higher management and assist with ordering inventory when needed.

4. Health and Safety Compliance:

- Ensure that the restaurant is operating in compliance with health and safety regulations.
- Oversee cleanliness in all areas of the restaurant, including dining areas, kitchens, and restrooms.
- Ensure proper handling of food and beverages to maintain hygiene standards and food safety.

5. Cash and Payment Handling:

- Oversee cashiers and ensure that payments are processed correctly.
- Handle cash discrepancies and resolve any issues that arise during transactions.
- Ensure that cash registers are balanced and ensure accurate end-of-shift reports.

6. Shift Reporting:

- Complete end-of-shift reports, detailing sales, inventory levels, staff attendance, and any operational issues.
- Report any incidents, customer feedback, or staffing issues to upper management.
- Ensure all paperwork, including time logs, receipts, and daily sales reports, is accurately filled out and submitted.

7. Maintaining a Positive Work Environment:

- Foster a positive work environment where staff are motivated, feel supported, and are working efficiently.
- Handle staff conflicts or complaints promptly and professionally.
- Maintain open communication with staff, providing feedback and encouragement.

Certifications & Achievements

- **Microsoft Office Certification**
[Tips Coaching Center], [2015]
Proficient in MS Word, Excel, PowerPoint, to support administrative tasks and increase workplace productivity.
- **Computer Literacy Certificate**
[Digi skills],
Comprehensive knowledge of basic computer operations, data management,
- **Experience Certificate**
[MR. BURGER FAST FOOD INTERNATIONAL RESTURANT], [2023]
- **Employee of the Month (November 2024)**
[DR. ZIAUDDIN HOSPITAL & UNIVERSITY]
Awarded for exceptional performance, teamwork, and dedication to improving customer satisfaction during the month of November 2024.

SKILLS

- **Oracle** use in Ziauddin hospital
- **BSI (Business Sale Invoice)** use in Mr. Burger Restaurant
- Punctuality
- fast learner
- 30 To 35 Word Typing speed