




# MUHAMMAD UMAIR

PATIENT CARE OFFICER - PATIENT RELATIONS OFFICER  
Shaukat Khanum Memorial Cancer Hospital & Research Centre  
Peshawar, Pakistan (Joint Commission International Enterprise Accreditation)

## PERSONAL STATEMENT

Keen to achieve a position in an organization, whose foundation is integrity, strength is people, style is team work and goal is excellence, which provides opportunities of career development serving efficiently with all the abilities and expertise that I acquired during my studies.

## PROFILE & CONTACT INFORMATION

	Father Name:	MISAL KHAN
	Birthdate:	19th July 1995
	Gender:	Male
	CNIC #:	16102-6549961-5
	Religion:	Islam
	Marital Status:	Unmarried
	Domicile:	Mardan, Khyber Pakhtunkhwa.
	Nationality:	Pakistani
	Address:	Maday Baba Post Office and Tehsil Takht Bhai District Mardan Khyber Pakhtunkhwa Pakistan.
	Mobile:	+92 300 0911936
	Email:	umairdurrani310@gmail.com
	Instagram:	m_umair_durrani346
	Whatsapp:	03000911936
	Twitter:	m_umair_durrani

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## EDUCATION

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- **Secondary School Certificate**  
**Board Of Intermediate & Secondary Education, Mardan | 2009 - 2011**  
**744/1050 Grade "A"**
- **Higher Secondary School Certificate**  
**Board Of Intermediate & Secondary Education, Mardan | 2012 - 2014**  
**728/1100 Grade "B"**
- **Bachelor of Arts**  
**Abdul Wali Khan University, Mardan | 2014 - 2016**  
**266/550 "2nd" Division**
- **Diploma in Information Technology**  
**Khyber Pakhtunkhwa Board of Technical Education, Peshawar | 2016 - 2017**  
**1048/1400 Grade "A"**
- **Masters of Pakistan Studies**  
**Pak Study Centre, University of Peshawar | 2018 - 2020**  
**2.75/4.0 CGPA "1st" Division**

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## EXPERIENCES

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### **Shaukat Khanum Memorial Cancer Hospital & Research Centre, Peshawar**

**Patient Care Officer | 20 October 2021 - 04 March 2024**

- \* Emergency Assessment Room In-charge.
- \* Plan, coordinate and carry out patient care operations.
- \* Address patient requests and needs in a professional manner.
- \* Respond to patient concerns timely and ensure patient satisfaction.
- \* Schedule patient appointments and make reminder calls.
- \* Greet patients and direct them to examination rooms.
- \* Maintain patient medical records up-to-date.
- \* Process patient billings, and collect payments.
- \* Collect and maintain patient health, demographic, insurance and financial information.
- \* Develop patient care plan based on Physician's assessment information.
- \* Suggest process improvements to enhance patient services
- \* Maintain patient records confidential and secure.
- \* Communicating with patients about their status and condition through emails, phone and face-to-face conversations.
- \* Ensuring services comply with state and federal regulatory requirements.

### **Al-Hamra Group Of Colleges Takht Bhai, Mardan**

**Administrative Assistant - Public Relations & Students Affairs Officer | 01 August 2020 - 18 October 2021**

- \* Updates and maintains the School database with student details.
- \* Ensures any student service issues are effectively managed to a successful resolution.
- \* Providing a clear and customer-focused summary of the issue resolution to all relevant staff and if appropriate to any external parties.
- \* Maintain finance records for each student on Class.

### **The LEMS College Takht Bhai Mardan**

**Administrative Assistant - Receptionist | 01 August 2018 - 04 April 2020**

- \* Planning, organizing, maintaining, and managing the processes and operations of general admission and enrollment services for the College; managing the activities of the Recruitment, Admissions, and Enrollment Services department.

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## LANGUAGES

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ENGLISH



URDU



PASHTO



PUNJABI



PERSIAN (FARSI)



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## HOBBIES

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Walking

Books Reading

Calligraphy

Photography

Poetry

Music

Newspaper

Social Works and Charity

Internet Surfing

Religious Knowledge

Food

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## TRAININGS

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- Fire Safety And Management
- Workplace Violence
- Basic Life Support Course

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## ACHIEVEMENTS

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Government Of Khyber Pukhtunkhwa, Calligraphy Certificate



Government Of Khyber Pukhtunkhwa, Debate Certificate



Government Of Khyber Pukhtunkhwa, Actor Certificate



Abdul Wali Khan University Mardan, Social Work Certificate



Government Of Khyber Pukhtunkhwa Media Workshop Certificate



Best Program Host Award

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## COMPUTER SKILLS

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MS Office (Full)



Graphics



Contents Writing



Emailing



Presentations & Slides



Hospital Information System



Google Drive



Social Media



40 wpm Typing



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## REFERENCES

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**Mr. Muhammad Asghar Shahbaz**

, Manager OPD & AS

📍 Shaukat Khanum Memorial Cancer Hospital & Research Centre, Peshawar

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✉ opdmanager.pesh@skm.org.pk

**Mr. Jameel Ur Rehman**

, Supervisor OPD & AS

📍 Shaukat Khanum Memorial Cancer Hospital & Research Centre, Peshawar

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