



# UMAIR IQBAL

Phone: 923219020797

Email: syedjellani5@gmail.com

## **OBJECTIVE**

TO SECURE A CHALLENGING POSITION IN A REPUTABLE ORGANIZATION TO EXPAND MY LEARNING, KNOWLEDGE AND SKILLS.

## **EXPERIENCE:**

**JAN-2022/CURRENT CALLCENTER**

### **AGENT:**

**REHMAN MEDICAL INSTITUTE MUTINATIONAL HEALTHCARE INSTITUTE**

- Attending Incoming Calls from Indoor / Outbound Customers / Patients.
- Facilitate Customers / Patients queries through Phone.
- Resolve Customers / Patients Issues.
- Registering Complaint through CRM Zoho Desk.
- Using Zoho CRM for Customers / Patients records.
- Using HMIS & Zoho CRM for Customers / Patients appointment, rescheduling & cancelling.

**APRIL-2023/SEP-2023**

### **CLINICAL RESEARCH COORDINATOR (CRC) IN CLINICAL TRAILS UNIT (CTU):**

**REHMAN MEDICAL INSTITUTE MUTINATIONAL HEALTHCARE INSTITUTE**

- Play a role in EDC Electronic Data Capture
- Facilitates and coordinates the daily clinical trial activities and plays a critical role in the conduct of the study.
- Schedules study subject appointments and serves as the patient liaison to the PI and other participating physicians.
- Reviews and comprehends each assigned protocol including study proceedings and timelines.
- Completes case report forms. Extracts data from patient file (Source documents) in a timely manner.
- Responds to data clarification requests in a timely manner.

- May attend Investigator meetings requiring travel and report pertinent information back to research team members.
- Completes documentation on each study visit that is used to track all study related activities so that time, effort and materials can be accounted for on a monthly basis.
- Ensures that all materials for each clinical trial protocol are available for subject enrollment.
- Works collaboratively with the other members of the clinical research team and the clinical and administrative support teams to ensure protocols are followed and that there is timely documentation and submission of study data.
- Maintains subject screening logs and protocol deviation logs.
- Maintains a excel sheet, tracking updates to database of all subjects enrolled on clinical trials.
- A follow-up calls to Acknowledge interest.
- Follow-up after a vaccination about subject's health status and maintain follow up sheets for records.

**JULY-2019/ DEC-2021**

**Motorway express Peshawar:**

**Computer Operator:**

**Responsibility:** Dealing with customer and make reservations.

**SEP-2018/ JUL-2019**

**La Montana Restaurant Islamabad:**

**Store in charge:**

**Responsibility:** Manage all their stock entries and dealing with Vendors.

**APR-2016/SEP-2018 EDUCATION:**

**2011-2014**

**BACHLOR IN COMMERCE:** UNIVERSITY OF PESHAWAR.

**2009-2011**

**DIPLOMA IN COMMERCE:** GOVERNMENT COLLEGE OF MANAGEMENT SCIENCES PESHAWAR.

- Commerce.

**2007-2009**

**SSC, USMANIA MODEL SCHOOL PESHAWAR**

- Arts.

**SKILLS**

- Fire Safety
- Files management
- Data Analysis and Research

- Outlook
- Team Collaboration
- Electronic data capture (EDC)
- Marketing
- Patient Dealing
- Patients Safety
- Analytical skills
- Microsoft dynamic CRM
- Customer contact
- MS Office
- Innovative
- Teaching Skills
- Schedule Appointments for Patients
- Language Learning
- Reading
- Team Work
- MS Office
- Innovative
- Teaching Skills
- Schedule Appointments for Patients

## **CERTIFICATES/TRAINING**

- Art and Drawing
- Received Appreciation Certificate “Best Performer” Of The Month from Department Of Marketing And Communication at Rehman Medical Institute Peshawar
- Certificate Of “Good Clinical Practice”

## • **LANGUAGE**

- English
- Urdu
- Pashto

## **Professional Reference**

1. Muhammad Shafiq Khan Team Lead Communication Department RMI Peshawar  
Mobile # 92 333 55836 02 e mail: [Muhammad.shafiq2@rmi.edu.pk](mailto:Muhammad.shafiq2@rmi.edu.pk)
2. Dr. Sajjad Ali Head of Clinical Trial Unit And Consultant General Medicine and Infectious Diseases: Email: [sajjad.ali0@rmi.edu.pk](mailto:sajjad.ali0@rmi.edu.pk)

