

## Ameer Hamza

## **Contact Info**

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Park View Villas Topaz Block House no# 590 Multan Road Lahore Lahore, Pakistan

My objective is to obtain a challenging leadership position applying creative problem solving and lean management skills with a growing company to achieve optimum utilization of its resources and maximum profits. is to obtain a position in a professional office environment where my skills are valued and can benefit the organization.

## Strengths & Skills

- ✓ Administrative Skills
- ✓ Communication
- ✓ Marketing
- ✓ Teamwork
- ✓ Medical Billing

- ✓ Aircraft Flying
- ✓ Decision Making
- ✓ Photography
- ✓ Self motivation

- ✓ Leadership Skills
- ✓ Instructor
- ✓ Planning and organising
- ✓ Time Management

## Academics

| Title                 | Institute   | Date |
|-----------------------|---|------|
| Bs Aviation Managment | The Superior College, Lahore                      | 2019 |
| Intermediate          | Govt.Degree College<br>Sheikhupura, Sheikhupura   | 2015 |
| Matriculaion          | Sir Syed Model School<br>Sheikhupura, Sheikhupura | 2012 |

## Certifications

| Title                    | Authority   |
|--------------------------|---|
| Airline Ground Operation | Dynasty Aviation Services and Consultancy Uk<br>Ltd |
| Startup Business         | LUMS  |
| Student Pilot License    | Pakistan Civil Aviation Authority                   |
| Airline Marketing        | Dynasty Aviation Services and Consultancy Uk<br>Ltd |
| Passenger Handling Skill | Dynasty Aviation Services And Consultancy Uk<br>Ltd |
| Flight Simulation        | Z4 Flying Club                                      |
| E-Learning Air Cargo     | Dynasty Aviation Services And Consultancy           |

# **E**xperience

| Company  | Designation                     |
|--|---------------------------------|
| IPPBX  | Content Writer                  |
| Edsavvy Solution                                   | Customer Service Representative |
| Aeroline Aviation Institute                        | Visiting Faculty                |
| Dynasty Aviation Services and Consultancy U<br>Ltd | Customer Service Representative |
| Cyber System (Pvt) Ltd.                            | Account Receivable              |

# Work History

IPPBX Feb 2023 - Present (1.2 years)

Content Writer Lahore, Pakistan

- Conduct thorough research on industry-related topics to ensure accuracy and depth of content
- Developing content for blogs, articles, product descriptions, social media and the company website

- Assisting the marketing team in developing content for advertising campaigns
- Identifying customers needs and recommending new content to address gaps in the company's current content.
- · Understand the target audience and tailor content to resonate with their interests, needs, and preferences
- · Work closely with cross-functional teams, including marketing, design, and SEO, to ensure content aligns with overall marketing initiatives

### Edsavvy Solution Mar 2021 - Mar 2022 (1 year)

### **Customer Service Representative**

Lahore, Pakistan

- Verification of patient Information confirm and update patient demographics, insurance details
- Addressing inquiries respond to patient inquiries regarding bills, payment plans, and insurance claims
- Authorization assistance work with insurance companies to obtain pre-authorization for medical procedures
- Identify and escalate complex issues or recurring problems in the billing process
- Collaborate with the billing team to relay patient feedback, resolve issues
- · Participate in ongoing training to stay informed about changes in medical billing procedures, software, and regulations

### Aeroline Aviation Institute Nov 2020 - Nov 2021 (1 year)

## Visiting Faculty Lahore, Pakistan

- Ground Handling
- Airline Maketing
- Air Cargo

### **Dynasty Aviation Services and Consultancy UK Ltd**

Dec 2018 - Nov 2022 (3.9 years)

#### **Customer Service Representative**

Lahore, Pakistan

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.
- Meet personal/team sales targets and call handling quotas.
- Take payment information and other pertinent information such as addresses and phone numbers

#### Cyber System (Pvt) Ltd. Dec 2018 - Dec 2019 (1 year)

### Account Receivable Lahore, Pakistan

Working in AR department Handling Following Task

- Payment Posting Audit
- Denial Fixation
- ReportingFollowup
- Appeal Management

# Projects

### **General Aviation Marketing**

Company: Dynasty Aviation Services and Consultancy UK Ltd

Provide Marketing And HR services to EAS services iclude:

- Pilot License Marketing.
- Admission service.
- Human Resource services regarding EASA Pilot Hiring and AME Staff for flying club.
- Georgian Airways Cabin Crew Hiring.



| Title                              | Authority   | Date |
|------------------------------------|---|------|
| Startup-Weekend (Entrepreneurship) | LUMS  | 2019 |
| Talent Award                       | See Lahore Student Expo 2018                      | 2018 |
| Talent Award                       | See Lahore Student Expo                           | 2017 |
| 1st Position                       | Aviement (Superior University Management Project) | 2016 |



Aviation

# Languages

- English Native
- Urdu Native

## **\*** Functional Areas

- Administration
- Education / Teaching
- Management Consulting
- Client Services & Customer Support

## **☆** Hobbies

Photography Traveling
Mentoring Computing
Volunteering Gaming
Flying