



SHAHZAIB AHMAD

About Me

A versatile professional with a passion for zoology and a demonstrated track record in both education and customer service.



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Block C , Model Town, Lahore

LANGUAGE

- English
- Urdu

EXPERTISE

- Management Skills
- Effective customer calling
- Problem solving
- Technical proficiency
- Critical Thinking
- Multi-tasking

EXPERIENCE

CUSTOMER CARE REPRESENTATIVE PTCL CONTACT CENTRE 3 months

- Providing exceptional customer service at PTCL . resolving inquiries and issues while ensuring satisfaction. Efficiently managed high calls volumes. maintaining deep product knowledge and building positive customer relationships.

PRG(PHYSICIAN REVENUE GROUP) BILLING EXECUTIVE(1.2 -YEARS PRESENT)

- Generate invoices accurately in a timely manner.
- Verify billing information for accuracy and completeness.
- Address billing inquiries and resolve discrepancies promptly.
- Maintain records of billing transactions and documentation.
- Collaborate with other departments to obtain necessary billing information.
- Monitor outstanding accounts and follow on overdue payments.
- Prepare and send billing statements to client on regular basis.

EDUCATION

GOVERNMENT COLLEGE UNIVERSITY FSD
MPHILL-ZOOLOGY
2020-2022

GOVERNMENT COLLGE UNIVERSITY FSD
MSC- ZOOLOGY
2018-2020

BACHELORS IN SCIENCE

COMPUTER,ENGLISH.ZOOLOGY
2016-2018