



Hassan Naeem

Program Support Specialist

Physics Graduate



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03078754070



Lahore, Pakistan

SKILLS

Spoken English

Customer Satisfaction

Availability

Dependability

Punctuality

Sales

Interpersonal Skills

Organisational Skills

LANGUAGES

English

Full Professional Proficiency

Urdu

Full Professional Proficiency

Punjabi

Full Professional Proficiency

INTERESTS

Sports

Gaming

Music

Fitness

WORK EXPERIENCE

Program Support Specialist

Active Key Solutions

07/2023 - Present

Lahore, Pakistan

ActiveKey is a leading provider of information technology services and solutions with over 300+ professionals, serving over 26 healthcare organizations.

Tasks

- As a Program Support Specialist (PSS) in the Operations Department at Active Key Solutions, I am dedicated to ensuring seamless coordination and efficient healthcare processes. My primary focus involves advocating for patients by contacting various health insurance companies across the USA on behalf of doctors, obtaining vital information about patients' health plans.

Sales Representative

Formal Resource Group

08/2020 - 09/2021

Lahore, Pakistan

Tasks

- As a former Sales Representative and Call Center Agent at Formal Response Group, a USA-based call center, I excelled in outbound and inbound customer engagement. Leveraging my communication skills, I successfully contacted customers from various telecommunication companies, persuading them to upgrade their equipment.

Customer Care Representative

Visitor's chat

09/2019 - 08/2020

Lahore, Pakistan

Providers of Fully Managed Live Chat Processes and Software, specializing in Automotive, Property, Recruitment and Telecoms

Tasks

- As a dedicated and customer-focused Live Chat Agent, I honed my skills in providing exceptional chat support for various car showrooms across the UK. With a passion for delivering top-notch customer service, I efficiently handled real-time conversations, booking appointments, checking car availability, and providing detailed information about makes and models.

CERTIFICATES

HIPAA (07/2023 - 08/2023)

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that required the creation of national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge. HIPAA certification is an indication that a covered entity such as a healthcare provider or business associate has successfully completed a third-party HIPAA compliance program.

EDUCATION

B.S Physics

COMSATS University Islamabad, Lahore Campus

01/2020 - 01/2024

Lahore