

## HAMEEDA NAZ

New Labour Colony 200 Family Flats  
House # B 18 Industrial Estate  
Hayatabad Peshawar.  
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### CAREER OBJECTIVES:

Committed to secure a Challenging/ Responsible position in a reputable organization with in the country/ abroad through utilizing my qualification and skill for the Betterment of the whole human being and myself.

### EDUCATION:

S.S.C:	High Secondary School & College Nowshera
F.A:	Islamia College for Girls Nowshera.
B.A:	(AIOU Islamabad)
MBA	Iqra National University Continue

### COMPUTER SKILLS:

- **One Year Diploma as:**  
MS. Dos, MS Excel, MS. Word, MS. Power Point,  
InPage, Windows 98, XP, Internet  
In Woman Technical Training Center Hayatabad  
Peshawar.

### LANGUAGES:

- English , Urdu, Pashto, & Punjabi

### TRAININGS:

- Concepts & Basic of Customer Services

## PROFESSIONAL BACKGROUND

**Organization:** Appen

**Position:** Translation, Transcription and Data collection

**Period:** 05 Jan 2021 till now remote worker

- Listen to recordings and transcribe those recordings to text files
- Ensure accuracy of the transcribed text
- Understand details of client requirements regarding formatting and notation
- Complete transcriptions in a timely manner, reviewing grammar, punctuation, and spelling prior to submission
- Remain familiar with the latest transcription software and recommend upgrades or enhancements if necessary
- Correct any errors or inaccuracies in a timely manner
- Ensure typing skills are honed and remain sharp by completing typing drills on a regular basis

**Organization:** Rehman Medical College

**Position:** Principal Assistant

**Period:** 12 May 2015 To Dec 2021

**Accomplishments:**

- answer phones and transfer to the appropriate staff member
- take and distribute accurate messages
- coordinate messenger and courier service
- receive, sort and distribute incoming mail
- monitor incoming emails and answer or forward as required
- prepare outgoing mail for distribution
- fax, scan and copy documents
- maintain office filing and storage systems
- update and maintain databases such as mailing lists, contact lists and client information
- retrieve information when requested
- update and maintain internal staff contact lists
- type documents, reports and correspondence
- co-ordinate and organize appointments and meetings
- assist with event planning and implementation
- monitor and maintain office supplies
- ensure office equipment is properly maintained and serviced

**Organization:** BEFARe – USAID(CVSP)

**Position:** Call Center Officer

**Period:** 10 Dec 2013 To 28 Feb 2015

**Accomplishments:**

- Conduct interviews on the phone based on a guided template
- Enter callers data accurately and thoroughly into a database
- Achieve targets typically consisting of making an assigned number of calls
- Develop reports demonstrating progress against targets
- Complete call logs and call reporting
- Any other task assigned by Chief Executive

**Organization:** Northwest General Hospital

**Position:** Assistant OPD Manager & Finance Cash Supervisor

**Period:** 01 July, 2011 to 9 December, 2013

**Accomplishments:**

- Coordinating and Arranging schedule of doctor's appointments in and then applying setting in the software.
- If a Dr. is gone for leave on emergency basis then shifting his appointments to the next available dates.
- Managing Morning Evening Night Shift if some receptions is on leave then arranging his duty.
- Giving Training to the new comers.
- Managing Dr's attendants (including leaves, duty changing, keeping check & balance over them while they are dealing with the Consultant fee).
- Managing stationary of the all the consultants.
- Giving training to Dr's attendants.
- Giving Training to newly appoint cashier over front Desk/pharmacy/Admission/discharge/ER Medical/Minor OT.
- Managing 45 cashiers
- Solving Cash related problems
- Making refunds for wrong entries after proper verifications from the concern departments.
- Making adjustments for the admitted patients while they are discharging and the next day is charged for the room or ward.
- Making closing sheet of all cashiers and close the shift properly in supervision and handing over the cash to the head cashiers
- Solving patient's cash related problems.
- Facilitating panel patients.

**Organization:** Northwest General Hospital & Research Center Peshawar

**Position:** Front Desk Supervisor

**Period:** 01 February, 2011 to 30 June, 2011

**Accomplishments:**

- Giving training on daily basis to FD staff
- Keeping record of cancellation appointment.
- Staff attendance on daily basis
- Maintain duty Roster
- Giving different task to FD staff
- Arrange day to day operation of consultant calendar and appointment.
- Record management
- Full care of patient
- Communicate with patient
- Try to solve patient problem
- And motivate with them if they need it.
- Supervise all FD staff
- VIPs patient protocol services
- Management of OPD store.
- If a Dr. is gone for leave on emergency basis then shifting his appointments to the next available dates.
- Managing Morning Evening Night shift if some receptions is on leave then arranging his duty.
- Giving Training to the new comers.

**Organization:** Northwest General Hospital & Research Center Peshawar

**Position:** Front Desk Officer

**Period:** 01 December 2008 to 31 January, 2011

**Accomplishments:**

- Full Care of Patient
- Give different doctor's Appointment
- Record management
- Communicate with patient
- Keeping record of cancellation appointment.
- Try to solve patient problem
- And motivate with them if they need it.
- VIPs patient protocol services

**Organization:** Hassan Pharmaceutical Pvt LTD

**Position:** Computer Operator & Assistant Accountant

**Period:** 01 July 2003 To 30 November 2008

**Accomplishments:**

I can also operate Accounting Software (Design by Company)

And maintain Finished Goods Store, Raw Material Store & Packing Material Store.

Experience in Books record of Debtors, Creditors & Bank Records.

5 Months experience in import documentation.

Experience to maintain EOBI, ESSI contribution records

**Area of Interest:**

- Public Relations
- Administration
- Support Services
- Procurement

**Personal Information**

Father Name: Shah Muhammad

Nationality: Pakistani

Date of Birth: 4 March 1988

N.I.C Number: 17301-4404704-6

Domicile: Nowshera

Marital Status: Single

Strengths: Creative, Confident, Hard worker.

**References:**

- Dr. Malik Latif (Director Lab Services Microbiologist)  
Northwest General Hospital & Research Center  
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- Zia Ul Hassan (Senior Administrator)  
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