

SALES SUPPORT COORDINATOR

| 2023

Name : Khalid Khan
Profession : Client/Customer/Sales Support Coor
Date of birth : March 14, 1997
Nationality : Pakistani
Address : Al Saja'a, Sharjah, UAE
Visa Status : Cancelled/ Grace Period
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CAREER SUMMARY

Dedicated Sales Support Coordinator with strong organizational and communication skills. Proven ability to streamline sales processes, manage customer inquiries, and facilitate seamless operations. Adept at collaborating with cross-functional teams to ensure effective sales strategies and exceptional customer service.

EDUCATION

S/No	Educational Institute	Degree	Duration	City
1	University of Swabi	Bachelor	2015-2019	Swabi, KPK
2	The Brilliant College	Intermediate	2013-2015	Peshawar, KPK
3	Oxford Public High School	Matric	2011-2013	Lower Dir, KPK

EMPLOYMENT RECORD

S/No	Company Name	Duration
1	Rukin Al Basmah Metallic Contracting Company	2022-Current
2	Prima Systems Medical Billing Company	2020-2022
3	Care Cloud Medical Billing Company	2019-2020

COMPUTER KNOWLEDGE

Packages: Care Cloud, Mat Lab, ETM, FACTS ERP, Web Soft, Arc GIS, Corel Draw, Outlook
Utilities: MS Excel, MS Word, MS Power point, MS Access, Google Teams,
Expertise: Excel Reporting, Google Sheets, Excel Summaries, Word/Excel/Power Point Presentation

PROFESSIONAL EXPERINCE

Organization : Rukin Al Basmah Metallic Contracting, Sharjah, AE
Position : Sales Support Coordinator
Duration : June/2022 – Current

- Facilitated smooth sales operations by providing administrative and coordination support to the sales team.
- Managed and organized sales documentation, contracts, and client communications to ensure accuracy and efficiency.
- Coordinated client meetings and ensured effective communication between sales representatives and clients, fostering strong relationships.
- Assisted in preparing sales presentations, proposals, and reports, showcasing products and services to potential clients.
- Streamlined sales processes by implementing efficient systems for tracking leads, sales orders, and customer inquiries.
- Provided excellent customer service by promptly

Organization : Prima Systems Medical Billing Company, Lahore, PK
Position : Client/Customer Support Coordinator
Duration : February/2020 – March/2022

- Delivered exceptional customer service by addressing client inquiries, resolving issues, and ensuring a positive experience.
- Efficiently handled customer concerns related to medical billing processes, insurance claims, and payment inquiries.
- Maintained accurate and detailed records of client interactions and resolutions, contributing to improved service quality.
- Assisted clients in understanding and navigating the medical billing system, clarifying billing statements and explaining insurance policies.
- Demonstrated strong knowledge of US medical billing regulations and compliance requirements to guide clients effectively.
- Adapted to varying work schedules to accommodate US time zones, ensuring timely and effective communication with clients.

Organization : Care Cloud Medical Billing Company, Kashmir, PK
Position : Revenue Cycle Management (RCM) Specialist
Duration : January/2019 – February/2020

- Review and process patient billing information and invoices.
 - Verify accuracy of patient demographic data.
 - Validate insurance information and coverage details.
 - Confirm pre-authorization requirements for medical procedures.
 - Submit claims to insurance companies electronically or by mail.
 - Monitor claims for acceptance, rejection, or denial.
 - Identify and follow up on unpaid or underpaid claims.
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INTERPERSONEL SKILLS

Communication Time Management Team Player
Pro Activeness Critical Thinker Readily Adoptability
Computer Expert Machine Learner Software Friendly
Conflict Resolution Negotiation Persuasion
Customer Service Networking Leadership

LANGUAGE SKILLS

Resolution

S/No	Language	Status	Proficiency
1	Pashtu	Native Language	Native
2	English	Foreign Language	Advanced
3	Urdu	National Language	Advanced
4	Arabic	Foreign Language	Beginner

I certify that to the best of my knowledge and belief, the information furnished above correctly describes my qualifications, my experience and me.

Signature
Khalid Khan