

# Baidar Hussain

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## 👤 Profile

I am an accomplished professional with a proven track record in driving sales revenue, streamlining administration, and delivering exceptional customer service. My versatile skill set has consistently contributed to business growth and success.

## 📁 Work Experience

**Quality Assurance Officer / QA Analyst**, Prima Systems 01/2021 – 2024 | Lahore  
Developing Evaluation Programs Keeping track of the key industry trends Monitoring Customer Interactions Calibration Sessions Utilization of Technology Coaching & Mentoring Compliance Revenue Growth Improving Overall Contact Center Efficiency Quality of Service (QoS)

**Patient Care Coordinator/Office Manager**, Maxremind 03/2019 – 12/2020 | Islamabad  
• Interpersonal Communication Updating patient record Remote Teamwork, Empathy Resiliency  
• Patient Care Management Time Management Hospitality Management Patient Satisfaction.  
• Appointment Scheduling Payments Patient Accounts, Insurance Eligibility Demographic Analysis.  
• Quality Patient Care CPT Coding Electronic Health Records (EHR)

**Business Development Manager/Sales Manager**, Qarshi Industries (Pvt) Ltd 03/2018 – 03/2019 | Lahore  
Sales And Marketing

**Asst. Administrator**, Roofline Pvt Ltd 01/2016 – 02/2018 | Lahore  
• Maintain polite and professional communication via phone, e-mail, and mail, Meetings Plan, Detailed minutes Write and distribute email, correspondence memos, letters, faxes. Employees data and work record.

**Franchise Operations Manager**, Zong Pakistan 02/2013 – 01/2016  
Office Administration. Managing Sales Team. Customer Care. Market Awareness.

## 🎓 Education

**Bachelor in Commerce in Business Law, Financing, Accountings, Economics, E-Banking**, BAHAU DIN ZIKRIA UNIVERSITY 01/2017 – 05/2019 | Punjab

**Intermediate in Business, Finance, Economics, Accounting**, Government College of Commerce Punjab 01/2010 – 08/2013 | Punjab

**High School in Science Group Studies**, AL KAMAL HIGH SCHOOL 01/2008 – 01/2009 | Punjab

## 🧠 Skills

- Communication
- Administrative
- Accountability
- Teamwork
- Integrity
- Time Management
- Empathy
- Computer Literacy

## 🌐 Languages

- English
- Urdu
- Punjabi

## 📄 Certifications

**Document Controller**  
Overseeing the entire life of a document, from creation to final storage or disposal.

**Computer Hardware Network Professional**  
Computer Hardware, Software and networking Literacy.