



NAVEED AFSAR

PROFILE

Dedicated and versatile professional with over 10 years of experience in customer service, administration, and operations support across healthcare, transportation, and educational sectors. Proven expertise in medical billing and claims processing, dispatch coordination, customer relations, and front-desk operations. Skilled in handling inquiries, managing records, scheduling appointments, cash handling, and maintaining smooth communication between departments and clients. Strong problem-solving abilities, attention to detail, and commitment to delivering high-quality service in fast-paced environments. Adept at multitasking, with a solid track record of enhancing customer satisfaction and operational efficiency.

CONTACT

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Al Numan Bin Amir, Al Sadd

Doha, Qatar.

WORK EXPERIENCE

Customer Service Representative.

AL-Khebra Driving Academy, Qatar.

July 2023 – Present.

Handled customer inquiries, guided new enrollments, and provided information on services and courses. Managed student records, scheduled driving lessons, and maintained accurate documentation. Responsible for daily cash handling, processing payments, and ensuring smooth front-desk operations with a focus on excellent service delivery.

Administrative Assistant.

Efay IT Solution, Pakistan.

Jan 2020 – Dec 2022

Experienced in handling end-to-end medical billing processes for offshore doctors, including claim submissions, denial and rejection management, payment posting, and patient account reconciliation. Skilled in coordinating patient appointments, maintaining accurate billing records, and ensuring timely follow-up on outstanding claims. Strong attention to detail and ability to manage multiple tasks in a fast-paced healthcare environment.

Logistic Coordinator.

Yellow Cab (Kamloops-B,C), Pakistan.

Jun 2017 – Aug 2019

Handled high volumes of taxi requests, efficiently dispatching rides to drivers based on proximity and availability. Ensured timely pickups and drop-offs through real-time coordination and route monitoring. Maintained accurate records of all trips, addressed customer inquiries, and supported drivers with updates and problem resolution. Played a key role in optimizing daily operations and improving service reliability.

Customer Relations Officer.

Sybrid (Lakson group of companies).

Sep 2014 - Dec 2017.

Served as the main contact for customers, handling inquiries and resolving issues promptly and professionally. Ensured high customer satisfaction through effective communication, accurate information, and coordination with internal teams. Maintained records, gathered feedback, and supported service improvements while adhering to company standards.

Covid-19 immunization program staff.

District Head Quarters Hospital, AJK Pakistan.

July 2020 - Jan 2021.

Assisted in the planning and implementation of the COVID-19 immunization program by supporting vaccination operations, managing patient flow, and maintaining accurate records. Ensured compliance with health and safety protocols, provided information to the public, and coordinated with healthcare professionals to deliver efficient and safe vaccination services.

EDUCATION

SKILLS

Customer Service – Providing assistance and maintaining professionalism, especially in driving roles that involve passengers.

Communication – Ability to clearly relay information to passengers, team members, and supervisors, particularly in safety critical situations.

Problem-Solving – Quick thinking to resolve issues like roadblocks, vehicle malfunctions, or safety threats.

Safety Awareness – Strong knowledge of safety procedures, risk management, and accident prevention.

Defensive Driving – Skilled in anticipating and reacting to road conditions, hazards, and other drivers.

LANGUAGES

ENGLISH	■ ■ ■ ■ ■ ■
HINDI	■ ■ ■ ■ ■ ■
URDU	■ ■ ■ ■ ■ ■
ARABIC	■ ■ ■ ■ ■ ■

HOBBIES

Travelling - Enhances cultural awareness, adaptability, and problem-solving skills.

Reading - Shows a commitment to learning, intellectual curiosity and self-improvement.

Volunteering - Emphasizes social responsibility, teamwork and compassion.

Photography - Displays an eye for detail, creativity and patience.

Blogging or Writing - Highlights communication skills, creativity and self-discipline.

MD in Political Science/International Relations.

University of Sargodha.

Oct 2021 - March 2023.

Master's Degree in Political Science and International Relations

A comprehensive program focusing on global political systems, international diplomacy, foreign policy analysis, and conflict resolution. Developed strong analytical, research, and communication skills with a deep understanding of geopolitical dynamics and international cooperation.

Bachelor's in Journalism.

University of Sargodha.

Jan 2017 – Jan 2019.

Bachelor of Journalism (B.J.) is an undergraduate degree that focuses on the principles, techniques, and ethics of news reporting, writing, and media production. The program typically covers areas such as print journalism, broadcast journalism, digital media, public relations, and media law. Students gain hands-on experience through writing, editing, and multimedia storytelling, preparing them for careers in news agencies, TV and radio stations, online platforms, and corporate communication.

HSSC (Commerce).

Federal Board of Intermediate Secondary Education.

Jan 2013 - Jan 2015.

Higher Secondary School Certificate (HSSC) in Commerce is a two-year pre-university program that provides foundational knowledge in business, finance, and economics. The curriculum typically includes subjects such as accounting, business mathematics, economics, banking, and principles of commerce. This program prepares students for further studies in business, economics, management, and related fields, and also equips them with basic commercial and financial skills for entry-level roles in the corporate sector.