

# IKRAM S. MALIK

80 D/1, Lane # 5, Aslam Shaheed Rd,  
Lalazar, Rawalpindi  
(0315) 5909092  
ikram.malik@gmail.com

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## CAREER OBJECTIVE

To further my professional career with an organization that will utilize my customer service, management, supervision and administrative skills to benefit mutual growth and success. I want to leverage my experience while continuing to be challenged. I have the drive and determination to consistently achieve success in the organizations that I have worked for.

## EDUCATION

### Cerritos College, Los Angeles, California, USA

- ✓ Associate of Arts Degree (1993)
- ✓ A+ Certification Microcomputer Repair And Servicing (2001)

### Riverside Community College, Los Angeles, California, USA

- ✓ Cisco Academy (4 semesters, 2005)
- ✓ Computer Information Systems Certificate (2005)

## SKILLS

- ✓ Familiarity with Microsoft Office Suite.
- ✓ Familiarity with Remote Support Softwares like Logmein Rescue, Teamviews, GoToMeeting.
- ✓ Troubleshooting computer hardware and software.
- ✓ Enthusiastic, knowledge-hungry learner, eager to meet challenges and quickly assimilate new concepts.
- ✓ Highly motivated self-starter who takes initiative with minimal supervision.
- ✓ Resourceful team player who excels at building trusting relationships with customers and colleagues.
- ✓ Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.

## EXPERIENCE

### **Medical Transcription & Billing Company (MTBC)**

*Rawalpindi, Pakistan*

#### **Lead – Account Manager Meaningful Use Team.**

*(January 2015 till Present)*

- ✓ Was assigned the ICD 10 implementation project which was successfully implemented before the deadline. 58% of MTBC clients were successfully transitioned from paper submission to electronic format of claims by our team.
- ✓ Was assigned the EPCS (Electronic Prescription of Controlled Substances) project where clients were provided guidance on implementation and compliance. Training and coaching of our systems was also provided.
- ✓ Site Builder project was also handled by our team, where we trained the providers on how to build their website and make the necessary changes.
- ✓ Client relationship management and troubleshooting of escalated issues.
- ✓ Training and providing support to team members
- ✓ Counseling and delegating tasks to the team.
- ✓ Training and follow up of approx. 40 MTBC clients on US govt. HITECH incentive program.

**Account Manager: Meaningful Use Team**

*(October 2011 to January 2015)*

- ✓ Provided training and coaching sessions to MTBC clients (US based doctors) regarding the Meaningful Use of Electronic Health Record software.
- ✓ Provided training and support for mHealth apps.
- ✓ Helped identify the needs of doctors as it related to the Meaningful Use and co-ordinated with various departments and rectified the issues.
- ✓ Performed research on Medicare and Medicaid Meaningful Use incentive program as directed by project manager.
- ✓ Applied critical thinking and problem solving skills to resolve client concerns.
- ✓ Helped clients complete the requirements of the Meaningful Use in a timely fashion and met the deadlines set forth by the US Government bodies.
- ✓ Held weekly meetings with project manager and team members to discuss monthly and quarterly goals and assessed the progress.
- ✓ Assisted with special projects as assigned by the department manager.

**Customer Care Representative (Technical Support Desk)**

*(March 2011 to October 2011)*

- ✓ Handled inbound and outbound calls at the Technical Support Desk. These calls were from US based doctors and their staff.
- ✓ Provided professional software training and coaching sessions to doctors and service staff on a weekly basis via remote connection. Also helped install various softwares used by the MTBC clients.
- ✓ Provided end to end troubleshooting and support to users through inbound and outbound calls, resolving issues via remote connection (Logmein, Gotomeeting), interacting with clients.
- ✓ Co-ordinated with various departments at MTBC to resolve issues and concerns faced by the MTBC clients.
- ✓ Provided and processed information in response to inquiries and requests through Emails or follow-up calls.
- ✓ Performed other duties as assigned by the management.

**Pizza Hut Restaurants**

*Carson, California*

**Store Manager**

*(2002-2008)*

- ✓ Responsible for supervising service quality and troubleshooting service problems
- ✓ Resolved customer complaints and troubleshooting product problems
- ✓ Daily duties included calibrating equipment and "Ready For Revenue" checklist, cash control and banking procedures and other routine administrative procedures.
- ✓ Responsible for Daily Labor Management in the unit to operate efficiently, productively and profitably.
- ✓ Weekly responsibilities included receiving deliveries, dating, storing and rotating goods, processing invoices/inventory transfers and calculating marketable usage.
- ✓ During peak business hours or when necessary helped team members with preparation of the product.

**Honors and Activities**

- ✓ I was part of the Meaningful Use Team that was awarded Team Of The Month at MTBC for June 2011.
- ✓ I was also in the ICD 10 Project Team which was awarded Team Of The Month for October 2015.
- ✓ I made the Deans List at Cerritos College in multiple semesters.
- ✓ My interests include hiking, landscape and street photography, instagramming and occasionally blogging.

**References**

Available upon request.