

Muhammad H. Popal

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PROFILE

Energetic electrician student with some experience in construction looking for a new opportunity. Experience running wire and installing electrical devices ranging from switches to fire alarms. Years of experience in customer service and the ability to lift heavy weight throughout a normal or twelve hour shift.

EXPERIENCE

Certified Nurse Aid, Littleton Adventist Hospital; Littleton, CO 2008-2011

As a CNA (Nurses Aide) at Littleton Hospital, I was responsible for assisting the nursing staff in a variety of tasks. These include assurance of safety and security, assistance in activities of daily living, and obtaining and documenting vital signs among other information while providing quality customer service to patients. In addition, I trained students from different colleges and future employees of Littleton in the tasks mentioned above.

CNA and Mental Health Technician, Maxim Healthcare Solutions; Denver, CO 2007-2008

Maxim is a staffing agency that sent me to a variety of different facilities. My duties with this company were dependent on the location I was sent to. Through Maxim I worked at facilities such as Centennial Peaks, Devereux Cleo Wallace, and Highlands Behavioral Health where I exercised my experience as a Mental Healthcare Tech performing such tasks as security checks, running group sessions, sitting in on high risk patients, and some documentation. I also acquired experience as a CNA through Maxim working at a number of different hospitals.

Administrative Assistant, First Revenue Assurance; Denver, CO 2005-2006

At First Revenue I was initially a collections agent and later promoted to an administrative assistant position. As a bill collector my primary responsibility was to collect overdue balances through the most efficient means possible. This ranged from collecting a full balance through one transaction, providing a piece meal option with postdated checks, or other means. I was also responsible for answering inquiries of customers regarding policies within their contracts. After being promoted, my job duties ranged from data entry of a number of diverse customer account issues, to filling in for the receptionist.

Customer Service Representative, Moneygram; Lakewood, CO 2002-2003

At Moneygram I worked as a CSR taking inbound calls to assist customers in wiring money to both individuals and companies. I also took inbound calls to troubleshoot problems with money orders, ranging from communicating company regulations to policies regarding lost or stolen money orders.

Customer Service Representative, Dish Network; Littleton, CO 2000-2001

At Dish Network I initially started in the sales department. When an opportunity to transfer to the company's "win-back" department arrived, I pursued it. This department concentrated on outbound calls for collecting overdue payments, and later inbound calls for the purpose of customer retention.

EDUCATION

Arapahoe Community College, Littleton, CO Emergency Medical Technician Certification, 2006

Red Rocks Community College, Lakewood, CO Intravenous Therapy Certification, 2006

Red Rocks Community College, Lakewood, CO Nurse Aide Certification, 2008

SKILLS

Years of experience with word processing and some training in excel. Years of experience in customer service ranging from call centers to hospitals. Ability to communicate effectively and provide quality customer service in high stress situations as has been proven working in the oncology unit of Littleton Hospital and in other situations at behavioral healthcare facilities. Ability to teach, run group sessions and or train students, patients, or customers. Along with the mentioned skills, I am semi fluent in speaking and comprehension of the *Dari* language.