



# USMAN REHMAT

## OPERATIONS SPECIALIST

### ABOUT ME

Dynamic professional with experience in customer service, sales, operations, accounts, etc., driving efficiency and client satisfaction. Proven track record of boosting performance and streamlining processes.

### EDUCATION

- *ProQual Awarding Body (UK) 2025-2025*

NVQ Level [7 Master] in [Strategic Health & Safety Management and Leadership ]

- *Imperial College of business studies 2015-2019*

BS Honors in Computer Science. CGPA 3.49

### EXPERIENCE

- *Blue Group of Companies • Lahore 2015-2017*

Customer Service and Sales Executive

- *HQ Analytics • Lahore 2017-2023*

Accounts and Medical Billing Executive

- *Muhammed Mansour Al-Rumaih • Al-Khobar KSA 2023-2025*

Operations Support Manager

### CONTACT

#### Phone

+92 328 4128793

#### Email

Usmanrehmat2016@gmail.com

#### Address

Garden Town, Lahore

### EXPERTISE

- Sales, Customer service & Business Development
- Accounts and Medical Billing
- Quality Managment
- Business Operations
- leadership and Training
- Document Control / Document Management

### LANGUAGE

Strong command of English – both written and verbal

100%

Urdu

92%

### REFERENCE

Muhammad Hasham

*HQ Analytics/Manager*

Phone

+92 334 8426778

# CERTIFICATIONS

- EMS (Environmental Management System) ISO-14001:2015 Lead Auditor. (Chartered Quality Institute / International Register of Certificated Auditors)
- QMS (Quality Management System) ISO-9001:2015 Lead Auditor. (Chartered Quality Institute / International Register of Certificated Auditors)
- OHSMS (Occupational Health and Safety Management System) ISO-45001:2015 Lead Auditor. (Chartered Quality Institute / International Register of Certificated Auditors)
- IOSH- Managing Safely
- Working with Hazardous Substances. (British Safety Council)
- Certificate in Environmental Sustainability. (British Safety Council)
- Global Environmental Management. (Technical University of Denmark)
- Positive Psychiatry and Mental Health. (The University of Sydney)
- Diversity and Inclusion in the Workplace. (ESSEC Business School France)
- Lean Six Sigma Black Belt Certified (ILSSI-UK)
- Lean Six Sigma Green Belt Certified (CSSC-US)
- Hotel Management & Culinary Art (Canadian College of Hospitality Management & Culinary Arts (COHMCA))