

Bilal Riaz

Near Shiv Shahay Mandir, Pakbara, Moradabad, U. P. | 9286363671 | bilal14riazz@gmail.com

OBJECTIVE

Motivated and hardworking B.Com graduate with experience as a Public Welfare Officer at TMU, Assistant Supervisor at Marque Impex, and Cyber Café Operator. Skilled in customer service, office administration, documentation, MS Excel, and problem-solving. Seeking a challenging position where I can utilize my organizational and communication skills while contributing to the growth and success of the organization.

Education

Bachelor of commerce.

Mahatama Jyotiba Phule Rohilkhand University

Percentage – 55%

March 2021

Intermediate(12th)

Chitragupt Inter College (U. P. Board – English Medium)

Percentage – 69%

March 2017

Highschool(10th)

Chitragupt Inter College (U. P. Board – English Medium)

Percentage – 80%

March 2015

Working Experience

Public Welfare Officer (Management Dept.)

Teerthanker Mahaveer University Hospital.

April 2025 – June 2026

Bagadpur, Moradabad

Key Responsibilities:

- Conducted regular hospital rounds to monitor patient care, cleanliness, and overall service quality.
- Ensured quality treatment and patient satisfaction by coordinating with doctors and hospital staff.
- Addressed patient complaints and resolved issues promptly.
- Monitored compliance with hospital policies, hygiene standards, and safety protocols.
- Coordinated with different departments to improve operational efficiency and patient experience.
- Maintained records and prepared reports related to patient welfare and hospital operations.

Assistant Supervisor

Marque Impex Private Limited

January 2023 – May 2025

Opposite Noorpur Village, MBD

Key Responsibilities:

- Supervised daily production operations and ensured production targets were achieved.
- Maintained 5S standards for workplace safety and organization.
- Monitored machine operations and ensured product quality.
- Coordinated with production staff to maintain smooth workflow.
- Prepared daily production reports and ensured compliance with safety procedures.

Cyber Café Operator (Computer Operator)

Star Digital Cyber Café

July 2021 – November 2022

Pakbara, Moradabad

Key Responsibilities:

- Handled online applications, registrations, and document processing.
- Performed data entry, typing, scanning, printing, and photocopying.
- Assisted customers with government and banking-related online services.
- Maintained records and ensured accurate documentation.
- Managed daily computer operations and provided customer support.

Skills

- Microsoft Office (Word, Excel, PowerPoint)
- Data Entry & Documentation
- Team Supervision
- Production & Operations Management.
- 5S Workplace Management.
- Problem Solving
- Basic Tally ERP
- Computer Operations
- Customer Service & Patient Relations
- Quality Assurance
- Record Keeping & Reporting
- Communication & Interpersonal Skills

Certification

MS Excel (Basic to Advanced)

Udemy (Application)

August 2023
Online Learning Platform

Languages

- English

- Hindi

- Urdu (Basic)

Declaration

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief. I take full responsibility for the accuracy of the details mentioned in this resume.

Place: Moradabad

Date: 21/06/2026

Signature