**First Name of Application CV No 1645542**

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Career Objective

**“To obtain a meaningful and challenging position that enables me for further advancement.”**

Personal Information

Date of birth 04, January 1991

Place of birth Pakistan

Marital status Single

Career Progression

**Company Name: PMTAC/Econorise (A USA based medical billing company)**

**Position:      Account Manager (Oct, 2015 to Mar, 2016)**

**Job Responsibilities**

* To perform Medical billing for offshore doctors.
* To Keep informed of all changes in the rules and regulations of Insurance Carriers and regularly.
* To Research / Analyze and prepare appeals when claims are rejected.
* To Tele converse with Insurance Companies for claim follow up.
* To Tele converse with Clients (doctors) in USA.
* To assist Senior Manager Operations in all Billing Activities.
* Tele-converse with clients and insurances in USA on regular basis to discuss operations related concerns, and resolution of billing related issues.
* Root-Cause Analysis of different Issues / Problems of Practices and suggest solutions.
* Participate and provide updates on follow-up progress and suggesting systematic checks (RBS) to eliminate human error in management meetings.
* Assist the Senior Manager Operations to provide planning, programming, and project management support to ensure all project activities are executed in accordance with established means, methods and constraints.
* Posting/Analysis of Payments in system.
* Compare & analysis the statics (Financial & DAR) with the industry.

**Company Name: MOX Services (Online Customer Services and Support in Australia)**

**Position:   Admin Manager (September, 2012 to July, 2015)**

**Job Responsibilities**

* Manage call center budgets and operational expenses.
* Assist associates in achieving their professional goals.
* Manages day-to-day call center operations.
* Train new call center customer service representatives.
* Oversees cross functional work areas targeted to resolve issues raised by customers.
* Develops, tracks and reports key performance measurements for the organization.
* Develops and implements process and procedures to improve operational efficiency.
* Oversees cross functional work areas targeted to resolve issues raised by customers.
* Manages the customer service operations, which deals directly with customers and is the first point of contact.

**Company Name: MOX Services (Online Customer Services and Support in Australia)**

**Position:    Project Coordinator (November, 2011 to August, 2012)**

**Job Responsibilities**

* Be in charge of running and managing the call center daily activity.
* Schedule and organize shift patterns for teams to ensure that customers are never left unattended.
* Understand all organization’s products, services, procedures and guidelines and communicate same to all teams.
* Facilitate and organize training session for all agents and participate in recruitment of new call center agents.
* Conduct regular review of all call center agents performance and organize training sessions for under performers.
* Submit regular reports to management and seek new ideas and strategies to improve performance at the center.
* Ensure that clients are kept happy and satisfied at all times by providing prompt response and solutions to their challenges at all times.
* Ensure a safe and harmonious working environment for all teams and delegate duties to all of them.

**Company Name: MOX Services (Online Customer Services and Support in Australia)**

**Position:** **Customer Service and Sales Representative (February, 2011 to October, 2011)**

**Job Responsibilities**

* Generate services sale leads.
* Greet customers warmly and ascertain problem or reason for calling.
* Take payment information and other information such as referrals phone numbers.
* Sell Services.
* Work with customer service manager and coordinator to ensure proper customer service is being delivered.
* Read from scripts.
* Effectively manage large amounts of incoming calls.
* Keep records of customer interactions, process customer accounts and file documents.
* Take the extra mile to engage customers.

Education

 **Year Certification/Degree Institute**

 2015-2016 MA (IR) Result Pending University of Sargodha

 2009-2011 B.Com (IT) University of Punjab

 2007-2009 HSSC (I.C.S) BISE Rawalpindi

 2005-2007 SSC (Matriculation) Federal Board (FBISE)

Professional Skills

* Medical Billing
* Medical Insurance Claims reimbursement
* Customer Relationship
* MS Office(Excel, Word, PowerPoint, Outlook)
* Office Ally
* Practice Management Solution
* Gotomeeting
* Practice Fusion
* HIPAA
* Revenue Cycle Management
* ICD10
* Strong Communication Skills
* VOIP
* Telesales and Services

Areas of Interest

* Medical Billing Services
* Management
* Admin
* Accounts
* Medical Insurance Customer Support
* Customer Support and Services

Languages

* English
* Urdu

Activities and Hobbies

* Reading Books
* Documentaries
* Photography
* Net Surfing
* Cricket