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**First Name of Application CV No 1646322**

Whatsapp Mobile: +971504753686



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**SUMMARY** HR Admin & Customer Service Professional with 5 years extensive background in Recruitment process, Payroll, Administration, Customer Service and records management with practical understanding of business needs and comfortable with taking the leads in employment protocol compliance and in anticipating staffing needs.

**WORK INCO INTERNATIONAL FZCO *Oct 2015 – Jan 2016***

**EXPERIENCE *HR Officer***

***Responsibilities***

* Identifying the right candidate through Recruitment database & External Job portals.
* Scrutinizes the resumes of Job applicants in line with the Job Descriptions.
* Arranging the interview of all selected candidates with the Manager after preliminary screening.
* Attendance policy, Tracking and maintaining attendance of all employees.
* Coordinating with PRO for Visa Arrangements/Cancellation.
* In charge of conducting company induction & briefing for new joiners.

**NK SAI TRADERS *July 2014 – Aug 2015* *HR Admin Assistant***

***Responsibilities***

* Preparation and updating of staffing list for every month.
* Preparation and maintenance of Offer letter, Appointment letters, Confirmation letters etc.
* Preparation of salary structure, overtime allowance, transportation allowance etc.
* Preparation and Distribution of salary slips to employees.
* Provide customer service by taking telephone calls and giving information to internal/external callers
* Provide general & clerical support to Manager by composing, typing letters & memos
* Complete and reliable Knowledge of Tools and Applications.

**VASTEK SOLUTIONS *July 2011 - May 2014***

***Data Processing Analyst***

***Responsibilities***

* Analyzing Rejections & Denials.
* Reconciliation, Clarification & Coding logs to Client.
* Posting the Payments received from Patients.
* Charge entries for Federal, Commercial, Work Comp & Auto.
* Resolving Client Requests, Client Issues & Client Manuals.
* Transmission of claims through both Electronic & Paper works.
* Managing Demographics for Various categories of Patients.
* Ability to work under pressure and with limited time constraints.

**FIRSTSOURCE SOLUTIONS *Sep 2009 - Aug 2010***

***Customer Service Associate***

***Responsibilities***

* Handling Customer Inquiries through Telephone/Email.
* Providing prompt reply & action to customer queries and complaints.
* Manage Customer Accounts & keep records of Customer Interactions & transactions.
* Communicate & Coordinate with Internal departments to solve the Issues.
* Documenting all call information's according to operating procedures
* Maintain 100 % accuracy by giving exact information's to customers problems.

**Tools Used**

* CMBS (Comprehensive Medical Billing Services)
* Oracle & Siebel CRM
* Comverse
* Microsoft Office

**EDUCATION *Bharathidasan University 2010 - 2012***Master of Business Administration (MBA)  
 - Human Resource Management  
 - Systems  
***Bishop Heber College* *2006 - 2009***

Bachelors in Computer Science (B.Sc)

**PERSONAL** Gender : Female  
**PROFILE** Date of Birth : November 09, 1988

Marital Status : Married

Nationality : Indian