**Mohammed Zaheer Shaikh**

**Objective:** To be amongst the outstanding professionals and to work in an atmosphere that will give me opportunities to learn more, to apply my knowledge and to grow with the Company.

**Educational Qualification:**

|  |  |  |
| --- | --- | --- |
| M.B.A : Specialist in Risk and Insurance Management | National Institute of Management Studies | Year 2009 |
| Graduation B.Com | Rizvi College (Mumbai University) | Year 2002 |
| Higher Secondary Certificate (H.S.C) | Rizvi College (Maharashtra Board) | Year 1999 |
| Secondary School Certificate (S.S.C) | Karthika High School (Maharashtra Board) | Year 1996 |

**Work Experience:**

* Worked from 03/01/2006 till 04/22/2016. A medical billing company dealing with Insurance Companies located in the United States of America.
* Designation: **Assistant Team Leader.**

**Job Profile**( **Accounts Receivable, Reports, Document Formatting, Analysis and Team Handling)**

* Handling Team of 19 Agents.
* Assigning work to the team and auditing their work as well as submitting their performance report to Management.
* Proper deadline is always maintained to complete the reports and providing information to the Management.
* Handling Escalation of Calls of the Insurance.
* Managing Insurance calls and Claim Disputes.
* Managing & analyzing the claims and sending accurate claims to Insurance Companies.
* Accountable for increase in AR for the Clients handled by me.
* Day to day follow up and coordination with different teams to ensure timely flow of work.
* Coordinating with clients to solve client related issues and attending weekly Meetings with Clients.
* Reviewing credit balance encounters and ensure accurate refunds get forwarded to patient and or payer.
* Preparing Minutes of the meetings.

**Areas of Expertise:**

* Experienced in MS Office (Word – Excel), document formatting, and administrative assistant duties.
* Well Developed Organizational and Leadership skills.

**Achievements in Job:**

* Working with existing 52 Clients.
* Selected as a Charge, Payment Poster in 2006.
* Selected as an Insurance follow up agent in 2007.
* Selected as an Insurance Specialist in 2008.
* Selected as an Insurance Analyst in 2009.
* Selected as a Team Coach in 2011.
* Selected as an Assistant Team Leader in April 2014.

**Software Skills:**

* Operating Systems: Windows 98/2000/XP.
* NextGen (Version 5.5.27.12), Supra.

**Previous work experience**

Company’s Name Kankei Marketing

Mumbai, India

Job Title/Position Customer Service Executive

**Period June 2002 – February 2003**

Job Description

* Assign to inbound and outbound calling.
* Telemarketing for clients.
* Meeting sales target and parameters set.
* Ensure customer satisfaction through high level of services
* BPL Mobile.

Company’s Name Platinum Marketing

Mumbai, India

Job Title/Position Customer Service Executive

Period August 2003 – May 2004

Job Description

* Assign to inbound and outbound calling.
* Telemarketing for clients.
* Meeting sales target and parameters set.
* Ensure customer satisfaction through high level of services
* Credit Card Department.

Company’s Name TATA AIG Life Insurance Company LTD

Mumbai, India

Job Title/Position Customer Service Executive

Period July 2004 – April 2005

Job Description

* Assign to inbound and outbound calling.
* Telemarketing for clients.
* Meeting sales target and parameters set.
* Ensure customer satisfaction through high level of services
* Insurance Department.

Company’s Name Spanco Telesystems and Solution Co Ltd

Mumbai, India

Job Title/Position Customer Service Executive

Period August 2005 – January 2006

Job Description

* Assign to inbound and outbound calling.
* Telemarketing for clients.
* Meeting sales target and parameters set.
* Ensure customer satisfaction through high level of services
* Insurance Department.

**Extracurricular activities:**

* Participated in Cricket and Carrom Tournament organized by the Company.

**Languages Known:**

* English, Hindi & Marathi Speak, Read & Write.

**Personal Information:**

Sex: Male

D.O.B: 28/02/1980

Marital Status: Married

**Job Seeker First Name / CV No: 1800696**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

