Sharshad ****

[Sharshad.360920@2freemail.com](mailto:Sharshad.360920@2freemail.com)

**Professional summary**

Customer Service Representative with experience in a variety of products seeking a position allowing the utilization and enhancement of my skills.

**Core qualifications**

♣Excellent customer service skills.

♣Experience in handling international customers from US and CANADA.

♣ Has a long track record of increasing customer loyalty and retention.

♣Proficient in computer programs and data entry and ability to multitask.

♣ Exceptional communication skills with customers as well as coworkers

**Experience**

**Accenture Bangalore ,india customer service represetative 2012 may to-2013 feb**

** Answering customer queries and resolving complaints.**

** Obtain customer information such as name, address, and payment method, and enterorders into computer system**

** Other duties include: Recording names, addresses, donations, and reactions of**

**prospects contacted.**

Staff NureSagar Hospital, Bangalore, Karnataka

March 2104 to March 2015

Hinduja global solutions, Bangalore,India, Claim processor

2015 jun - 2016 nov.

* Applies Clinical editing
* Reviews operative report to determine if surgery service were appropriately billed.
* Applies calculations as per workers compensation laws rules and regulations.
* Enter information in a computer or indexing.
* To ensure Payments for the providers across the United States as per the policy of Aetna payment terms and as per the Policies.
* Process claims as per the process guidelines provided by the clients.

**EDUCATION**

* General nursing and midwifery, Srilakshmi College, Bangalore,2008-2012
* ,Plus two from GVHSS, Kerala, 2006-2007
* SSLC from Holly higher secondary School, Board of Public Examination Kerala.

I do hereby declare that all this statement made here in above is true, complete and correct to the best of my knowledge and belief.