

AMMAR

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| Objective | To seek a challenging and responsible position in a large and professional organization where I will have the opportunity to make a positive contribution to business growth and to achieve a personal development and a career advancement, where it would strongly help in motivating my capabilities to fully prove my worth and my soon to be team to a substantial target beating performance.  **Profile**  A young professional with a unique combination of business experience &bringing to the table the ability to combine business development.  **Experienced**  In the process, logics and implementation of business layouts, and business requirements for a better work environment.  **Professional Goals**  Include continuing to develop world class solutions to real world challenges. |
| Skills & Strengths | * Have excellent communication skills. * Good Data Analysis and Reporting Skills. * Training Skills. * Maintaining high standard of work under pressure. * Take initiative to learn new things on my own and makes suggestions to refine the process. * Good attendance record and dependable. * Hard working and patience. * Working in teams and Handling teams. * Good interpersonal relationship and effective communication. * Capability to acquire new skills to keep pace with changing scenario. |

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| Experience | MEDISERVE SOLUTIONS PRIVATE LIMITED (Since June 2016 Till December 2017 )  Subject Matter Expert (Customer Service) :-  Process : Magnacare    Precertification  Benefits  Claims  Adjudication  Profile   * Handling Supervisor Calls and Escalated Calls those which agents could not handle and are needed to be taken care of. * Training New Team & New Employees who need help and assistance while handling calls. * Head of Fun Organizing Team – Events which happen at the end of every Month, Process Parties and Rewards & Recognition. * Handling Client calls and giving new updates to associates on the floor which are shared by the Quality Lead and Clients. * Handling Calls for Health Insurance Benefits & Claims by assisting the customers and helping them with their Queries and providing customer service. * Auditing Call for the associates, giving them feedback and helping them to improve in their communication and quality   WIPRO (Since September 2012-December 2015 )  Senior Customer Service Executive :-  Process : United Health Group  Precertification  Benefits  Claims  Adjudication  Profile   * Handling Escalated Calls those which agents could not handle and are needed to transfer to the Supervisors. * Floor Walking for New Team & New Employees who need help and assistance while handling calls. * Part of Friday Fun Organizing Team happening on every Friday towards the end of the shift for fun at work. * Handling calls and assisting Doctors, Providers & Customers. * Handling Calls for Health Insurance Benefits & Claims by assisting the customers and helping them with their Queries.   .   * **FRIENDS BUILDERS & DEVELOPERS ( Since 1st April 2009 till 1St July 2012 )**   Assistant Sales & Marketing Manager:-  Profile   * Taking calls and serving clients in Navi Mumbai & Mumbai. * Maintaining business Standards with zero tolerance. * I used to call clients and convince them to get interested in the Friends Builders & Developers Properties. * I used make sure that customer service and convincing part should go hand in hand. * I used to co-ordinate with the agents for better property deals * I used to achieve their daily, weekly & monthly targets as per business requirements. * Tell calling and letting clients know about new properties. * I used to handle different on-going property projects * I used to provide full customer service and satisfaction. |
| Computer Knowledge | MS word, MS excel, MS PowerPoint and MS dos. |

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| Education  **Personal Details** | * Passed BMS examination held by Mumbai University in the year 2012. * Passed H.S.C examination held by Maharashtra State Board in the year 2009. * Passed S.S.C examination held by Maharashtra State Board in the year 2007.   Nationality – Indian.  Gender - Male.  Marital Status – Single.  Date of Birth - 01/10/1990. |

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| Interests | Listening to Music, Playing Football, Travelling & Exploring new places & Surfing Web. |
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| Languages Known | English, Hindi, Marathi& Urdu (speak read & write) |

I hereby declare that the above particulars given by me are true and correct to the best of my knowledge and belief.

Ammar