

AMMAR

Mobile: C/o 971501685421

Email: ammar.377493@2freemail.com

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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 BenefitsClaimsAdjudicationProfile* 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 BenefitsClaimsAdjudicationProfile* 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.
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| 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