TARIQUE

TARIQUE.292108@2freemail.com

**Career Objectives:**     Like to hold a responsible position in Customer Relations and to utilize the best

 of my skills in an organization that offers Professional growth while being

 innovative and flexible.

 **Academic Qualification:**

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|  **Year**  | **Exam**  | **Institute**  | **Division**  |
| 1997 | Madhyamik | Salkia Shree Mishra Vidyalaya | 2nd Division |
| 1999  | H.S  | Shibpur Dinobandhu Institution | Pass  |
| 2004 | B.A | University of Calcutta | Pass |

**Other Qualification:**

* **Certificate in Information Technology Application** (Modules Covered - Fundamental, MSDOS,

Windows 98 and MS Word 2000. Excel and Visual Foxpro) From Howrah Youth Computer Training Centre, Howrah Maidan, Howrah

**Work Experience:**

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| **Company-**Tarapore & Company**Designation-**Admin Executive**Duration-****From:** 13th Jan 2015**To:** 05th Nov 2015 | * **Job Profile:**
* Managing the day-to-day operations of the office.
* Organizing and maintaining files and records.
* Answer telephones of the clients and also relay messages to appropriate recipients.
* Manage inventory of office supplies and assist in

 organizing office activities.* Scan incoming mail for recipient information.
* Assist in preparing records/ reports.
* Perform document photocopying and paperwork

 distribution tasks, mailing , filing, word processing, internet.* Conduct research, collect and analyse data to prepare reports and documents.
* Arrange and co-ordinate meetings and events.
* Liaise with internal staff at all levels.
* Interact with external clients.
* Co-ordinate project-based work.
* Supervise, coach and train lower level staff.
* Making travel and guest arrangements.
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| **Company** – Wipro Ltd**Designation** – Senior Associate**Duration** – **From:** 22nd July 2011 **To :** 08th Jan 2015 | * **Job Profile:**
* Review all the documents received to obtain information from insured or designated persons for settling claim with insurance carrier.
* Review ICD 9 and ICD 10 codes with CPT and HCPC codes billed on the claims.
* Review Insurance applications, compiling data on Insurance policy changes and also on lapsed policies to determine automatic reinstatement according to the company policies.
* Verifying the accuracy of insurance company records.
* Making payments and also coordinating with other

 departments related to the claim filed for making payment.* If the service is not covered then denying the file or the claim or If a claim is received for which the payment is already done then intimating the person by sending Letter of Intimation (LI) through online and manual.

❖ Processing call back requests related to insurance coverage plans (to customers or providers, clearing their queries) * Updating and informing the customers with the new and latest policy plans.
* Forwarding customer’s feedback (if any) to the relevant department to work on within the allotted SLA.

❖ Meeting the target set by the organization like – Quality, AHT and other adherences. * Answer telephones of the clients and also relay messages to appropriate recipients.
* Scan incoming mail for recipient information.
* Assist in preparing records/ reports.
* Perform document photocopying and paperwork

 distribution tasks.* Maintenance of personal and official records.

❖ Updating new joinees with the updates provided.❖ Providing support to the other claim processors.❖ Cross-checking their processed claims.❖ Providing Feedback. |

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| **Company** – Tech Mahindra**Designation** – Customer Support Associate**Duration** – **From:** 29th Dec 2010 **To :** 12th July 2011 | * **Job Profile:**

❖ Handling inbound calls and updating and informing the customers with the new and latest offers, processing their requests and registering complaints if any and forwarding them to the relevant department to resolve those complaints within the allotted SLA.❖ Meeting the target set by the organization like – Quality, AHT and other adherences. ❖ Handling escalated calls.* Answer telephones of the clients and also relay messages to appropriate recipients.
* Assist in preparing records/ reports.
* Perform document photocopying and paperwork

 distribution tasks.❖ Briefing the new trainees about the products offered by the clients and train how to use the tools and other applications that would be required in order to provide the information, process requests or complaints.  ❖ Reporting to the Team Leader.  |

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| **Company** – Emirates Bank Group**Designation** – Call Centre Representative**Duration** – **From:** 28th June 2008 **To :** 05th July 2010 | * **Job Profile:**

❖ Processing call back requests related to insurance coverage  plans (to customers or providers , clearing their queries) * Updating and informing the customers with the new and latest policy plans.
* Forwarding customer’s feedback (if any) to the relevant department to work on within the allotted SLA.

❖ Meeting the target set by the organization like – Quality, AHT and other adherences. ❖ Handling escalated calls. * Answer telephones of the clients and also relay messages to

 appropriate recipients.* Assist in preparing records/ reports.
* Perform document photocopying and paperwork

 distribution tasks. ❖ Briefing the new trainees about the products offered by the  clients and train how to use the tools and other applications  that would be required in order to provide the information,  process requests or complaints. ❖ Reporting to the Team Leader.  |

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| **Company** – IBM **Designation** – Senior Customer Care Executive**Duration** – **From:** 07th April 2006 **To :** 11th June 2008 | * **Job Profile:**

 ❖ Handling inbound calls and updating and informing the  customers with the new and latest offers, processing their  requests and registering complaints if any and forwarding them to the relevant department to resolve those complaints within the allotted SLA.❖ Meeting the target set by the organization like – Quality, AHT and other adherences. ❖ Handling escalated calls. * Answer telephones of the clients and also relay messages to appropriate recipients.
* Assist in preparing records/ reports.
* Perform document photocopying and paperwork distribution tasks.

❖ Briefing the new trainees about the products offered by the clients and train how to use the tools and other applications that would be required in order to provide the information, process requests or complaints.  ❖ Reporting to the Team Leader.  |

**Languages known:**

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| --- | --- | --- | --- | --- | --- |
|  | **English** | **Urdu** | **Hindi** | **Bengali** | **Bhojpuri** |
| **Read** | **√** |  | **√** | **√** |  |
| **Write** | **√** |  | **√** | **√** |  |
| **Speak** | **√** | **√** | **√** | **√** | **√** |