



## CONTACT

### Address

Manwan, Batapur. Lahore.

### Phone

+92-306-7176656



## EDUCATION

2015 - 2016

### Matriculation

Lahore Board of intermediate and secondary education.

2016 — 2018

### Masters in Business Administration

Lahore Board of intermediate and secondary education.

# UMAIR HASSAN

SENIOR CUSTOMER SERVICE REPRESENTATIVE



## EXPERIENCE

May 2023 - Present

**IPS Pakistan ( Information Process Solutions )**

### AR EXECUTIVE

In my role as an Eligibility and Benefits Specialist and Accounts Receivable manager at ADCC (Advance Dermatology and Cosmetic Laser Care), I ensure efficient operations by overseeing claim follow-ups from submission to resolution, including denials and payment processing. My responsibilities encompass comprehensive support across multiple practices within the organization.

Jan 2023 - May 2023

**Speridian Technologies**

### SENIOR CUSTOMER CARE REPRESENTATIVE

I possess one year of experience as a Senior Customer Service Representative at Speridian Technologies Info (Pvt Ltd) in Gulberg, Lahore, Pakistan, working within a BPO call center environment. In this role, I demonstrated exceptional proficiency in addressing complex customer inquiries, resolving issues promptly, and ensuring high levels of customer satisfaction. I excelled in leading and supporting a team, mentoring junior representatives, and contributing to process improvements. My time at Speridian Technologies Info enhanced my communication skills, problem-solving abilities, and adaptability in a fast-paced customer-centric setting, solidifying my commitment to delivering outstanding service and fostering positive client relationships.

Dec 2021 - Dec 2022

**HQ Analytics**

### SENIOR MEDICAL BILLER ( VOB )

I possess one year of valuable experience in the field of medical billing, acquired during my tenure at HQ Analytics. In this role, I honed my skills in accurately processing and documenting medical claims, navigating insurance systems, and ensuring timely reimbursement for healthcare services. I collaborated with healthcare providers and insurance companies to resolve billing discrepancies, improving overall revenue cycle efficiency.

## SKILL AND TOOLS

Customer Service Excellence - Team Leadership - Problem Solving - Effective Communication - Adaptability - Process Improvement - Multitasking - Conflict Resolution - Client Relationship Building - Product Knowledge