

MOZAMMIL TARIQUE

Customer Support

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Profile Summary

Energetic and articulate **B.Com graduate** with hands-on experience in the **US healthcare process** as an **AR Analyst**, managing high-volume **outbound calls, chat support**, and billing queries. Skilled in effective communication, customer service, and team collaboration. Excels in dynamic environments and eager to contribute to **international voice support** roles. Open to **night shifts**, immediate joiner and passionate about delivering excellent customer experiences.

Experience

SunKnowledge Pvt. Ltd. / Process Associate (AR Analyst)

August 2023 – March 2025, Sector V, Salt Lake, Kolkata

- Providing voice and chat-based support to US clients (AdaptHealth).
 - Making outbound calls for payment collections and account resolutions.
 - Delegating tasks and assisting team leads with day-to-day operations.
 - Managing PFS (Patient Financial Services) emails and documentation.
 - Maintained an average call resolution rate of **95%**
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Education

Umes Chandra College / Bachelor of Commerce (B.Com General)

2020 – 2023 | CGPA: 7.59

St. Mary's School / Secondary (ISC & ICSE)

2020 | Percentage: 74%

Skills

Technical Skills:

- Microsoft Word, Excel, PowerPoint
- Email Communication & Documentation
- Familiar with US healthcare portals & protocols

Soft Skills:

- Excellent English Communication (Verbal & Written)
- Customer Handling (International Clients)
- Time Management & Organizational Skills
- Team Collaboration