



S MOHAMMED SAALIM

IT Support Specialist

Versatile IT Professional | Expertise in Hardware, Software, and CCTV | Mobile Servicing
| Proficient in C/C++, Java, Python | Committed to Continuous Learning and Driving
Technological Innovation.

Contact

Phone

+91 7812873584

Email

smslee46@gmail.com

Address

21/A Madar Sahib Street RN
Palayam,Vellore,TamilNadu,India-632001

Education

2023

Bachelor of Computer Applications
C. ABDUL HAKEEM COLLEGE -
AUTONOMOUS

2020

XII-HSC
Government Muslim Higher Secondary school.

2018

X-SSLC
Bharat Matriculation Higher Secondary school

Expertise

- Computer Technician
- Mobile Device Repair
- Operating System Installation and Configuration
- Microsoft Excel Proficiency
- Virus and Malware Removal
- Data Recovery and Backup Solutions
- Python Programming
- JavaScript Programming
- Medical Billing and AR Calling
- Customer Service and Communication Skills

Language

English

Hindi

Urdu

Tamil

Experience

2023- Current

Global Healthcare Billing Partner Pvt. Ltd. - Vellore

AR Caller (Night Shift)

- 1.Claims Follow-Up: Contacted insurance companies to follow up on outstanding medical claims and ensure timely reimbursement.
- 2.Issue Resolution: Investigated and resolved claim denials and rejections by coordinating with insurance representatives and healthcare providers.
- 3.Patient Communication: Assisted patients with billing inquiries, providing clear and accurate information regarding their accounts and insurance coverage.

2020- 2023

JP System's - Vellore

Computer Technician

- 1.Hardware and Software Troubleshooting: Diagnosed and repaired hardware issues, installed and configured software, and ensured optimal performance of desktop and laptop computers.
- 2.System Upgrades and Maintenance: Performed regular maintenance tasks, such as system updates and hardware upgrades, to enhance the performance and longevity of IT equipment.
- 3.Network Support: Assisted in setting up and maintaining local area networks (LANs), including troubleshooting connectivity issues and ensuring network security.
- 4.Customer Support and Training: Provided technical support to end-users, resolving IT-related issues promptly. Conducted training sessions to educate users on best practices and efficient use of technology.

2019- 2020

MS Mobile - Vellore

Mobile Sales and Services

- 1.Performed Mobile Device Repairs: Diagnosed and repaired hardware and software issues, ensuring high-quality and timely service.
- 2.Provided Software Support: Assisted customers with software updates, app installations, and troubleshooting operating system issues.
- 3.Managed Sales and Customer Service: Engaged with customers to understand their needs, recommended suitable devices and accessories, and demonstrated product features.
- 4.Handled Data Backup and Transfer: Assisted customers with data backup, transfer, and recovery services during device upgrades or repairs.

Project

Online Examination System:

In online examination system we developed advanced version where students can attend exam safe and securely ,even malpractice also not possible and it was developed using HTML,CSS, JavaScript,PHP and MySQL

