

# **Amreen Fatima**

5-5-71/3 Ghousepura colony Darusalam Nampally Hyderabad  
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## **Work Experience**

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### **CAP Associate (Customer Abuse Prevention)**

Sept 2020 - March 2021

Amazon Pvt Ltd

- Handled UK customers, by providing or denying concessions highly based on SOP's

### **Seller and Delivery Support executive**

June 2021 - June 2022

Amazon Pvt Ltd

- handled IN and USA customers, managing customer queries, assisting them in mean time with appropriate resolutions based on SOP's

### **Client Partner**

June 2022 - Sept 2023

Access Healthcare Pvt Ltd

- - Verified insurance payments for accuracy and contract compliance.
- - Managed billing, collections, and accounts receivable duties efficiently.
- - Collaborated with insurance companies, healthcare providers, and patients for streamlined claim processing and payment.

## **Education**

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### **SSC**

Shadan Group of Modern Schools **BIPC**

Sri Chaitanya junior kalasala

### **KEY SKILLS**

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- Effective Communication • CPT and HCPCS Coding • Posting and Balancing • insurance Contracts, Appeals, EOBS • Confidential Records Maintenance • Accounts/Claims Reconciliation • Quality Control • Microsoft Office • Language Proficiency • Customer Service • Computer Skills • Good Communication • Problem-Solving Abilities