|  |  |
| --- | --- |
| Contact | |
| Smart Phone with solid fillEnvelope with solid fill | aa10980@gmail.com |
|  | (902) 943-7861 |
| Daily calendar with solid fillMarker with solid fill | Halifax, NS, B3H 4K2 |
|  | date |

Ahmed Qureshi

designation

**SUMMARY**

summary\_placeholder

**Skills**

* **Administrative Expertise:** File maintenance, Clerical duties (data entry, reports), compliance audits.
* **Technical Proficiency:** Microsoft Word, Excel, SAP, hardware/software troubleshooting.
* **Communication & Customer Service:** Excellent written/oral communication, professional service.
* **Organizational Skills:** Detailed record keeping, inventory management, file maintenance.
* **Problem-Solving:** Analytical skills, independent judgement.
* **Time Management:** Prioritizing tasks, meeting deadlines.
* **Teamwork & Flexibility:** Cross-functional collaboration, adaptability.

PROFESSIONAL EXPERIENCE

**Survey Interviewer**

**Canada Post, Halifax, NS**

October 2023 – October 2023

* Conducted in-store footfall surveys to gather valuable customer data.
* Engaged with customers of Lawton Drugs and Canada Post, conducting comprehensive interviews based on a set of predefined questions.
* Utilized an iPad to administer surveys, ensuring a smooth and efficient process for data collection.

**Health Insurance Analyst – TPA Back Office**

**Kokilaben Dhirubhai Ambani Hospital****, Mumbai, India**

October 2016 – August 2024

* Reviewing claims to ensure they are legitimate before submission.
* Researching, resolving, and communicating insurance issues to customers and management.
* Conducting assessment on different insurance policies to determine the eligibility of the policyholder.
* Reviewing insurance applications and documents to ensure that all necessary information required for processing a policy is provided and complete.
* Gathering data and verifying the accuracy of records.
* Procuring authorization from insurance companies.
* Establish relationship with health plans in addressing credentialing needs to help resolve billing and authorization issues.
* Maintaining systems and files with the appropriate current customer information.
* Responsible for providing data analysis and preparing reports as requested.
* Responsible for coordinating case process and filings related to corporate insurance.
* Provide timely and accurate response to data requests and inquiries regarding insurance programs.
* Analysing and documenting reports on operational audits.
* Analysing and resolved issues utilizing professional independent judgment.

**Freight Analyst**

**Sayani & Sons, Mumbai, India**

October 2012 – October 2016

* Reviewing claims to ensure they are legitimate before submission.
* Researching, resolving, and communicating insurance issues to customers and management.
* Conducting assessment on different insurance policies to determine the eligibility of the policyholder.
* Reviewing insurance applications and documents to ensure that all necessary information required for processing a policy is provided and complete.
* Gathering data and verifying the accuracy of records.
* Procuring authorization from insurance companies.
* Establish relationship with health plans in addressing credentialing needs to help resolve billing and authorization issues.
* Maintaining systems and files with the appropriate current customer information.
* Responsible for providing data analysis and preparing reports as requested.
* Responsible for coordinating case process and filings related to corporate insurance.
* Provide timely and accurate response to data requests and inquiries regarding insurance programs.
* Analysing and documenting reports on operational audits.
* Analysing and resolved issues utilizing professional independent judgment.
* Organizing direct and indirect routes for the shipping companies.
* Consideration and evaluation of other costs involved, such as storage fees, fuel costs, insurance and certificates that may be associated with shipping freight.
* Administering all freight payment for organization and performing analysis on all data collected from external and internal sources and prepare monthly reports.
* Maintaining records of carrier pricing and contract rates and resolve all issues in same and monitor all client calls and track all freight carriers and resolve all overcharge issues.
* Monitoring and organizing file and manage all correspondence and ensuring compliance to all import and export shipment regulations.

**IT Analyst**

**Cyber City, Mumbai, India**

April 2010 – September 2012

* Developing efficient IT systems and infrastructure to suffice the business and technology needs.
* Report problems and implement technology solutions.
* Collecting information from end users about system performance.
* Gathering feedback from end users to continue improving systems
* Overseeing the systems and handle the upgrades, hardware, and software installations.
* Reviewing existing IT systems and internal processes.
* Providing advice and technical training.
* Installing and configuring hardware and software components.
* Upgrading systems to enable compatible software.
* Install and upgrading antivirus software.
* Testing and evaluating new technology.
* Perform tests on new hardware and software.
* Troubleshooting hardware and software issues
* Analysing IT requirements and providing objective advice on the use of IT.

EDUCATION

* Mumbai University, Bachelor of Commerce