

Zeenat Inamdar
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Work Experience:

- WNS Global (Feb 2022 - present)

Senior Associate Operations (WestJet Airline)

Project Handled as TRAINER- (April and May)- Trained batched of 20 people for GDS (Schedule Change and Irregular Operations).

Working on GDS: Sabre. Offering products such as flights, hotels, car rental & insurance. Working on schedule change and cancelled flights. Ticketing, reservation, Visa and vacation bookings Reporting to the Team lead to achieve goals. Responsible to check all queues of a schedule change and contract Airlines to check for alternate options.

Following up on the flight reservations contacting the customer to share options available for the rescheduled flight.

Handle misconnections and get the flight confirmed by the Airlines. Multi-tasking and ready to adapt to new situations and challenges or role reversal.

Excellent communication skills(Both Verbal & Written). Ability to work in different shifts. Self-learning and being able to take initiative are very important.

- Sterling Talent Solutions

Verification Specialist- Human Resources (June 2019 –July 2020)

Ensure screening requests are initiated in a timely manner. Monitor account performance on an ongoing basis. Maintain highest level of quality and service delivery. Meet established service levels and turnaround time. Facilitate timely and accurate resolution of client requests. Report account performance to clients as per schedule. Ensure confidentiality of client and applicant communications. Adhere to quality parameters specified for the process. Ensure continuously adherence to existing guidelines on various aspects of delivery, responsiveness and operational processes.

- Intelenet Global Services

Sr. CSE -US Collections Medical Billing (May 2018 -April 2019)

Obtaining referrals and pre-authorizations as required for procedures. Checking eligibility and benefits verification for treatments, hospitalizations, and procedures. Reviewing patient bills for accuracy and completeness, and obtaining a missing information. Preparing, reviewing, and transmitting claims using billing software, including electronic andclaimprocessing. Following up on unpaid claims within standard billing cycle timeframe. Checking each insurance payment for accuracy and compliance with contract discount. Calling insurance companies regarding any discrepancy in payments if necessary Identifying and billing secondary or tertiary insurances. Reviewing accounts for insurance for patient follow-up. Researching and appealing denied claims. Answering all patient or insurance telephone inquiries pertaining to assigned accounts. Setting up patient payment plans and work collection accounts. Updating billing software with rate changes. Updating cash spreadsheets, and running collection reports.

- Paradise Tours and Travels

Relationship and Administration Manager(Jan 2015-Feb 2018)

Developing strategic policies and programs for corporate travel. Lead generation. Sales. Handling and overseeing all travel arrangements (air, lodgings etc.) and operations. Sales of the travel packages and tickets. Managing relationships with travel agencies and vendors. Maintain good relationships with clients so that the business can maximize the value of those relationships. Identify key contacts at potential client companies to establish and foster relationships.

Education Details:

MBA (Human Resources)- 2023- Mumbai

Bachelor of Arts (Journalism & Mass Media) - 2015 - Manipal University (Mumbai)

Diploma in D-IT professional -2004 - Dotcom computers

Diploma in MS-CIT - 2006 - Mumbai - Maharashtra State Certification

Personal Details

DOB 04 January 1989

Place of Residence: Thane
