

SAKIL AHMED

Customer Service Representative & ASP.NET Developer

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SUMMARY

With experience in both customer service for the healthcare sector and ASP.NET development, I am dedicated to improving system efficiency. I bring strong problem-solving and collaboration skills, along with technical expertise in software development and quality assurance. Passionate about driving innovation, I look forward to contributing to dynamic teams and enhancing technical processes.

EXPERIENCE

10/2024 - 02/2025

Chennai, India

Customer Service Representative

HCLTech - Apria Healthcare Project

HCLTech, a global IT services company, partnered with Apria Healthcare on a project to significantly improve their data accuracy and reporting capabilities, likely by implementing a centralized analytics platform, allowing Apria to generate reliable budgets, forecasts, and reports for stakeholders with greater efficiency, eliminating the issues associated with outdated spreadsheet-based processes.

Healthcare Customer service Rep:

- Processed durable medical equipment (DME) orders for outpatients.
- Classified patient documents and matched the correct equipment based on RX references.
- Verified beneficiary insurance eligibility in respective insurance portal to ensure coverage before processing orders.
- Answered additional qualifying questions using provided clinical records.
- Scheduled equipment delivery using ANA (Automation Tool) developed by Pega Robotics.
- Utilized Blue Zone and Cisco Desktop for daily operations and Ring Central tool for communication.
- Ensured compliance with healthcare regulations while processing patient requests.

04/2023 - 03/2024

Coimbatore, India

ASP.NET Developer

Cygnus softwares

Cygnus Softwares, specialized in Mobile Solutions, Training Solutions, Enterprise BI Solutions, IT staffing, and Administrative Staffing. We will provide a qualitative solution and established professional services.

ETL Web Application Development:

- Developed and maintained web applications using ASP.NET Web Forms and SQL databases.
- Implemented enhancements and optimizations to improve the efficiency and effectiveness of ETL processes.
- Assisted in software testing and debugging to enhance application efficiency and performance.
- Documented test cases, recorded results, and created release notes for post-bug fixes and feature enhancements.
- Collaborated with cross-functional teams to identify and resolve software issues, improving the overall user experience.
- Conducted testing and quality assurance to verify the accuracy and reliability of ETL processes.
- Diagnosed and resolved bugs and errors in the Rating Portal, ensuring data accuracy and integrity.

KEY ACHIEVEMENTS



Achievement in Software Accuracy

Achieved 100% data accuracy in software applications while resolving bugs and providing support.



Bug Resolution Excellence

Resolved 25+ bugs, achieving 100% data accuracy in applications.



Order Processing Efficiency

Processed 150+ DME orders weekly, ensuring timely delivery and compliance.



Bug Identification & Reporting

Reported 40+ bugs in Rules Portal web application software, contributing to improved system stability and user experience.



High-Volume Data Processing

Processed over 10 lakh records in SQL databases, ensuring accuracy



Error-Free Order Processing

Maintained 100% production accuracy with zero errors in healthcare DME order processing, ensuring compliance and efficiency.

KEY ACHIEVEMENTS



Document Classification Expert

Classified documents, matched 500+ equipment orders monthly.

EDUCATION

08/2021 - 05/2023

Coimbatore



MCA

Nehru Institute of Information Technology and Management

08/2018 - 05/2021

Dindigul



BCA

G.T.N Arts College

PROJECTS

Accel BI for MS Office

📅 01/2023 - 2023 📍 Coimbatore, India

An executive reporting tool for MS Office.

- Supported the development of the Accel BI project, an executive report tool for Microsoft 365.
- Identified and fixed bugs and errors to ensure the tool's reliability and performance.

INTERPERSONAL SKILLS

Problem-solving	Time Management	Multitasking	Adaptability	Team Work	Collaboration
Active Listening	Positive Attitude	conflict resolution			

LANGUAGES

Tamil
Native

