

# SAKIL AHMED

## Customer Service Representative & ASP.NET Developer

9698487801 | sakilahmed2624@gmail.com | 20/37, Asari Street, Nagal Nagar, Dindigul



### 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budgets, forecasts, and reports for stakeholders with greater efficiency, eliminating the issues associated with outdated spreadsheet-based processes.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.

# TECHNICAL SKILLS

- Programming Languages**  
JavaScript, C#
- Web Development**  
HTML-5, CSS-3, ASP.NET Web Forms, Bootstrap-5
- Database Management**  
Vertica, MS SQL, PostgreSQL
- Development Tools**  
Git, Visual Studio
- Software Testing**  
Manual Testing, Test Case Design, Bug Tracking, Agile Methodology
- Web Technologies**  
Internet Information Services (IIS)
- Healthcare Software's**  
Ana Automation tool, Blue zone, Ring Central

# EDUCATION

- 08/2021 - 05/2023** ◆ **MCA**  
Coimbatore **Nehru Institute of Information Technology and Management**
- 08/2018 - 05/2021** ◆ **BCA**  
Dindigul **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
- English Proficient