

AFZAL ALI

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PROFILE SUMMARY

Over 5 years of experience.

- Ability in managing operations delivery and improving customer satisfaction while adhering to SLAs and managing cost-effective operations
- Expertise in mentoring new joiners through trainings and audits to help them in resolving customer issues
- Good communication & interpersonal skills with strong analytical, problem-solving and organizational capabilities

ORGANISATIONAL EXPERIENCE

R1RCM Private Limited. Noida – India

Designation - Senior Analyst

Experience- Aug'20-Till now

Key Result Areas:

- Working as Appeal representative in AR process.
- Handle first and second level of appeals claims of different payer.
- Ability to send appeal by creating files of all the appropriate documents including Claim form, cover letter, Explanation of Benefits and medical records via FAX, Portal or Paper appeal under AFL.
- Good understating of Revenue Cycle Management (RCM) of US Health-care providers.
- Follow up on appeals submissions to determine whether appeal is accepted or rejected in a timely manner.
- Handle different types of insurance denials from US insurance companies.
- Call insurance companies for the payment. Provide all the necessary details of the patient which help to get the payment like patient medical records. Claim form. EOB (Explanation of benefits) etc.
- Help to generate revenue for the company

Teertham Haridwar – India

Designation – Senior Customer Service

Experience - Dec'19-Aug' 20

- Prepared travel itinerary of Char Dham Sector (Uttarakhand) for clients as per the query raised and send it to different Agents worldwide and all over the states agents in India also, and provide customer support for clients.
- Coordinate and assisted in the planning of school events like educational field trips and Industrial trips in Sidcul Haridwar (Wipro, Havells, Patanjali).
- Ensure that tourists and travelers are comfortably settled in their hotels or resorts and also explain the itinerary and schedule of the travel for Char Dham Sector.
- Provide significant information about each destination or attraction visited with emphasis on its cultural and historical meaning.
- Prepared reports on the tour to the supervising travel agent and compiled various reports and documents.
- Manage meals and transportation related to the tour.
- Scheduled bookings and made follow-up calls.
- Responsible for the enjoyment of clients and Tourist; ensure that they have a stimulating experience of local offerings.

Teleperformance D.I.B.S, New Delhi – India

Designation - Senior Customer Service

Experience- Sep'17-Nov'19

Growth Path:

- Sep'17-Aug'18: Senior Customer Service Executive
- Sep'18-Nov'19: Audit Coordinator & Trainer of New joiners

Key Result Areas:

- Worked as Audit Coordinator and Quality Analyst of Price Match Team.
- Handled Escalation Emails from the customers and agents for Price Match and save the sale of the Packages.
- Helps the Customers and Travel agents with travel planning, business packages, vacation packages as well as travel
- Advice and informations.
- Help to generate revenue for the company.
- Responsible for Price Negotiate and recovery of rooms from the hotels.

Highlights:

- Took initiatives of mentoring new joiners in day-to-day tasks
- Worked on daily price match reports and do the audit on daily basis.
- Imparted training to Price Match team on product terms and conditions

Reservation Data Maintenance, (RDM) Pvt. Ltd. Gurugram - India

Designation - Team Member

Experience - July'16-July'17

Key Result Areas:

- Responsible for filling of Public and Private Fares on ATPCO GDS for Lufthansa Airline
- Make the testing of the Fares by creating the PNR on the Amadeus.
- Do the pricing of the Public and Private fares on Amadeus

ACADEMIC DETAILS

- One month certificate in Amadeus Software (Basics) from Bird Academy in 2016
- BA (Tourism Management) from College of Vocational Studies, Delhi University in 2016
- One year certificate in Travel Tourism and Airport Handling from YMCA in 2012
- One year certificate in French Language from Bhartiya Vidhya Bhawan New Delhi
- XII from C.B.S.E Board in 2011
- X from CBSE Board in 2009

PERSONAL DETAILS

Date of Birth: 05th July 1993
Languages Known: English, Hindi, Urdu and French
Present Address: C-145/A Shaheen Bagh New Delhi- 110025
Permanent Address: 422 Laddhawala, Muzaffarnagar-251002, UP
Nationality: Indian
Marital Status: Unmarried
Passport Number: T2117641