

ADIL ABBAS

Contact No. : -+91-9910643884

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Professional Synopsis:

A team player with more than 4 years of experience in US Health care Industry. Expertise in providing **Process Training & Helping on floor**, interacting with associates and handling and solving queries and helping them achieving their targets with ethical work, keeping client SOP in mind and working as per client expectation.

Academic Credentials:

- **Graduated** in 2018.
- **12th** from CBSE
- **10th** from CBSE

Professional Experience:

Jindal Intellicom (June 08, 2022 – Till Date)

Team Leader- Operations

- To maintain the co-ordination between the offshore and onshore Team
- To participate in the weekly/monthly call conference with onshore Team.
- Taking care of the attrition and shrinkage to maintain the team size and productivity.
- Communicate clear instructions to the team members and team leaders.
- Listen to team members feedback
- Present the reports (Weekly, Bi-Monthly, and Monthly) to the Management.
- Feedback session to discuss the error trend among the team.
- One on one session with the members to know their concern, feedbacks and improvement areas for company's betterment and making my best bonding with the team.

Pacific Bpo Pvt. Ltd. (Dec 19, 2019 – March 17, 2022)

Sr. AR Executive- Operations

- Joined as an Sr. Accounts receivable- Calling to US insurances in order to get the status k of denied, partially paid and rejected claims
- After taking the status-working on denials to resolve the denial to get paid the same claim.

- Currently working as a floor SME & providing help to all team members.
- Making sure all the team members met the daily target with good quality.
- Allocating cases to team members in very starting of the day.
- Collecting production logs from all team members and compiling it & sending it to quality team.

Key Skills & Attributes:-

Positive Attitude and Team Player
 Good communication and interpersonal skills
 Good Analytical and Logical Ability

SZ Healthcare Pvt. Ltd. (Nov 15, 2018- Dec 05, 2019)

- Joined as an accounts receivable- Calling to US insurances in order to get the status k of denied, partially paid and rejected claims
- After taking the status-working on denials to resolve the denial to get paid the same claim.

Personal Vitae:-

- Father's Name :- Mr. Raza Abbas
- Address :- A5 2102, Habitech Panchtatva Tech zone 4 Noida Extension, Noida 201009.
- Date of Birth :- 12th May, 1998
- Language Known :- English, Hindi and Urdu
- Marital Status :- Unmarried

I hereby declare that above mentioned information is true to the best of my knowledge.

ADIL ABBAS