

MOHAMMED MEHTAB ALI

1-4-737/A, BHOLAKPUR, MUSHEERABAD, HYDERABAD, 500020.

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Objectives

To find a challenging position to meet my competencies, capabilities, skills and experience.

Experience:

AR Caller (Senior Associate)▪ March'21– Till date▪ R1RCM

- Calling Insurance Companies to get the claim status
- Sending the claims for review
- Creating appeals packages and submitting to right department
- Completing the targets on daily basis
- Reprocessing the denied claims.
- Maintaining quality and performance

Senior Associate▪ Oct '2018 – Feb'2021 ▪ Genpact India Pvt. Ltd.

- Handling customer queries over phone calls pertaining to their bank accounts and credit cards
- Providing end to end resolution to HNI customers
- Providing customers with relevant product information and service.
- Escalating the issues to concerned departments and follow-up until the issue gets resolved
- Make supervisor callback to the customers to resolve the pending escalations
- Cross selling the products on calls
- Interacting with clients to seek required support to resolve customer issues
- Handling team in absence of Team lead

Achievements:

- Selected for Pilot Process of proactive customer service.
- Achieved Bronze Award for 3 quarters.
- Winner of Customer Appreciation and CTA contest for 2 consecutive months.

AR Caller (Senior Associate)▪ Dec'17– Oct'18▪ Inventurus Knowledge Services

- Calling Insurance Companies to get the claim status
- Completing the targets on daily basis
- Reprocessing the denied claims.

Senior CC Executive▪ Nov'14–Aug'17 Hinduja Global Solutions

- Addressing query of the customers.
- Handling Calls of Zain customers, resolving their issues, fulfilling requirements by raising requests to related departments
- Handling team in absence of Team Leader.
- Handling a team of 22 members and Real Time Queue Management (RTQM)
- Auditing calls on daily basis and sharing data with team members
- Conducting one on one sessions with team members to discuss their performance and help improving the same

Achievements

- Recognized as Best Performer for the month of April'15
- Recognized as Best Performer for 2nd quarter of 2015.
- Recognized as Best Supporting Team Member for the year 2014-15

Skills

- MS Office.

Education

- S.S.C. from Anjuman High School, Hyderabad in 2009
- Intermediate from SaiShivani Junior College, Hyderabad in 2011
- Degree (B.Sc) from Jagruti degree college in 2014

Personal Information

- Date of Birth : 24th Apr 1994
- Languages Known : English, Hindi & Urdu
- Marital Status : Unmarried

MD. Mehtab Ali