

MANJU SHARMA**DOB** : 1 April,1991**Contact** : +91-9711112943**Email-id** : manjusharma1942@gmail.com**Career Objective:**

To work in a conducive environment for reputed organization which provides opportunities to learn & enhance work skills, that will help me grow & excel my career to contribute positively towards organizational growth.

Total Work Experience: [3 Years]

Current Organization : EMDS ARIA HEALTHCARE PVT.LTD
Designation : Sr Billing Associate (US)
Duration : July 2020 To Till Date.

Responsibilities:

- Reviewed & solved account & billing discrepancies.
- Engaged with customers to effectively build rapport & casting relationship.
- Assessed customer needs & responded appropriately to question & concerns.
- Process late fees on unpaid accounts
- Process monthly bills and send to customers for payment
- Receive and process payments from customers while updating their account
- Input customer data and payments into billing system
- Assist in the training of new Billing Representatives
- Exceptional mathematics and accounting skills for quick and easy calculations
- Organized and thorough in all paperwork and data entry
- Efficient in time management and multitasking
- Excellent customer service skills both on the phone and in person.
- Updating records.
- Drafting Performa bills.
- Speak with customers to explain billing policies and procedures

Previous organization:

Pervious : AMBRIT HEALTHCARE PVT.LTD
Designation : Billing Associate (US)
Duration : Feb 2019 to July 2020.

Responsibilities: -

- Send invoices and account updates to clients.
- Keep an accurate record of client accounts and outstanding balances.
- Receive, sort, and track incoming payments.
- Validate debit accounts to ensure the credibility of payments.
- Issue receipts for received payments.
- Processed a high volume of orders with a high degree of efficiency, which aided in customer satisfaction.
- Displayed professional and courteous service skills to customers

- Provided technical support to existing customers
- Worked on a team designated to process the closing documents being sent to insured.
- Efficient in time management and multitasking
- Excellent customer service skills both on the phone and in person.
- Updating records.

Key Skill

- Communication and motivation.
- Organization and delegation.
- Forward planning and strategic thinking.
- Problem solving and decision-making.
- Multi-tasking strength

Job Skill

- Communication and motivation.
- Organization and delegation.
- Forward planning and strategic thinking.
- Problem solving and decision-making.
- Multi-tasking strength

Extra-curricular activities

- Actively participated in Sports & Cultural activities at School & College Level.
- Participated in Functional Event both in School & College.
- Participated in our company occasional events.

Educational Background

2016-2021	Pursuing PHD From Noida International University.
2019-2021	B.Ed from SAMARTH Collage.
2012-2014	Master of Commerce from NAS college .
2009-2012	B COM From D.N College Meerut (UP).
2008-2009	Higher Secondary School Examination from CBSE Board.
2006-2007	High School Examination from CBSE Board.

Computer Skills

- **Operating System** : Windows 98/2007/XP,
- **Internet Technology** : Internet Surfing, E-mails, Comfortable with Google
- **Microsoft Technology** : MS Office, Microsoft Excel, Power point & Internet.

Personal Details

Father's Name : SH. Manak Chand Sharma

Mother's Name : SMT. Madhu Lata

Permanent Address : **AG-32 ,Sector -144 Noida**

Contact NO : +91-9711112943,

Status : Married

Interests : Reading books, listing music etc.

Strengths : Patience, Adaptive, team player, disciplined.

Declaration

I hereby declare that the particulars furnished here are correct to the best of my knowledge and belief.

DATE:

PLACE:

(Manju Sharma)