**Resume**

Afreen Sakina

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**Career Objective**

To associate myself with an organization to prove my innovative skills and to work in a position where my skills and knowledge are utilized in the best possible way, which provides me with an opportunity for growth in my professional career and also contribute to the growth of the organization.

**Professional summary**

Ambitious and hard-working Customer service associate with 3+ years of experience with proven ability to handle customer issues quickly and discreetly by responding to all types of customer inquiries and maintained the highest level of customer service and received management commendation for excellent customer communication.

**Work Experience**

**HSBC Data Electronic data Processing India Private Limited.**

Since May 2021 till 31 May 2022.

Job Title: Customer Service Associate / Phone Banking Agent

Job Role and Responsibilities

* Provide account explanation such as funds availability and transaction history, as well as providing excellent customer service.
* Maintain a high level of customer satisfaction while adhering to specific compliance guidelines.
* Analyze financial accounts, using banking and accounting software, to provide quality resolutions while following procedures to meet compliance guidelines.
* Maintain high customer interaction while navigating multiple computer systems.
* Navigate through Several Computer Systems Simultaneously.
* Handle a high volume of calls per day with an efficient and expedient handle time, in accordance with performance standards.

**Hinduja Global Solutions**

Since September 2018 to march 2021

Job Title: Insurance Claims Associate

Job Role and Responsibilities

* Process new insurance claims notifications and provide advice on making a claim and the processes involved.
* Collect accurate information and documents to proceed with a claim also monitor the progress of a claim ensure fair settlement of a valid claim.
* Handle any complaints associated with a claim Adhere to legal requirements, industry regulations and customer quality standards set by the company.
* Review outstanding insurance balances to identify and resolve issues preventing finalization of claim payment; including coordinating with payers.
* Ensure all workflow items are completed within the set turn-around-time within quality expectations.

**Educational Qualification**

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| **B.sc** from Osmania University, Hyderabad, T.S. in 2018 |
| **12th** from Board of Intermediate Education, Hyderabad, T.S. in 2015. |
| **S.S.C**. from Board of Secondary Education, Hyderabad, T.S in 2013. |

**Skills**

* Leadership
* Good communication skills
* Customer focused
* Problem-solving
* Analytical skills.

**Personal Profile**

Father’s Name: Syed Ali Akbar

Gender: Female

Date of Birth: 14-07-1997

Nationality: Indian

Religion: Islam

Languages Known: English & Urdu

Declaration: I hereby declare that the above given information is true to the best of my knowledge.

Date:

Place: HYDERABAD (AFREEN SAKINA)