



Shaik Zeeshan Ali

CONTACT

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SUMMARY

SKILLS

- Sales techniques
- Email writing
- Customer complaint management
- Order form processing
- Customer service skills
- Account analysis
- MS Office

LANGUAGES

Urdu: First Language

English: C2
Proficient

Telugu: C2
Proficient

Kannada: C2
Proficient

EXPERIENCE

Senior Process Associate Cogent-E Technologies - Bangalore, India
08/2019 - Current

- Adhered to strict financial and customer data guidelines to avoid breaches and information misuse.
- Explained bank services, financial products and applicable fees to customers.
- Responded and assisted customers with account inquiries and updates.
- Verified identification account balances while cashing cheques.
- Acquired and maintained knowledge of emerging technologies and customer virtual interactions.
- Answered customer queries about product prices, product availability and service changes.
- Helped customers open, close and update bank accounts.

Associate Concentrix - Bangalore, India
05/2016 - 05/2019

- Validated insurance and advised patients of benefits and coverage.
- Properly filed insurance claims by obtaining and entering data related to patient, insurance provider and medical code for procedures and services provided.
- Efficiently managed collections and receivables, referrals process and billing to meet revenue goals.
- Submitted claims to insurance companies and clearinghouses.
- Informed patients of claims status after filing insurance claims.
- Evaluated and processed customer loan and insurance applications.

EDUCATION

B'COM
Govt First grade collge - Malur, 2012

2nd PUC
Govt Junior college - Malur, 2009

SSLC
Sapthagiri high school - Malur, 2007

HOBBIES

- Reading Books
- Travelling Different places
- Riding bike
- Swimming