



# AZARUDEEN SHEIK ALLAUDEEN

## TELESALES EXECUTIVE

I am highly dedicated and organized sale officer with a diverse work history and 1 year of Claims Processing experience. Excellent verbal and written communication skill, with the ability to communicate effectively and professionally with all staff, management and clients. Detail oriented possesses strong interpersonal skill, and time management skills, flexible and hardworking with the drive to succeed.



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## SKILLS

MS Office

SharePoint

Customer Service

Interpersonal Skill

Time management

Leadership and Management Skill

## LANGUAGES

English

Full Professional Proficiency

MALAYALAM

Full Professional Proficiency

TAMIL

Native or Bilingual Proficiency

HINDI

Full Professional Proficiency

## INTERESTS

Reading

Club Membership

Travelling

## WORK EXPERIENCE

### TELESALES AGENT

Du Telecom (KGT Channel Partner)

11/2020 - Present,

DU TELECOM

Dubai

#### Achievements/Tasks

- Contact potential customers to inform them about a products and services.
- Enter and update customer information in the **database**.
- Keep **records** of calls and sales and note useful information.
- Keeping up to date on all Offers and informing customers of new offers.
- **Respond to complaints** from customers and give after – sales support when requested.
- **Followup** to ensure that appropriate actions were taken on customers' requests.
- Refer unresolved customer grievances or special requests to designated departments for further investigation.
- Completing all administrative duties related to the **customer service department**.
- Maintain the **office filing system**.
- **Generate accurate quotations** to clients and customers. Receive and convert incoming enquiries to achieve targets and maximize revenue.

Contact: Ms. Sujatha Chakravarthi – sales team leader - +971525496191

### MEDICAL BILLER

Accenture Solution Private Ltd.

12/2018 - 1/2020,

Accenture Solution Pvt Ltd.

Chennai, India

#### Achievements/Tasks

- Processed claim payments according to provider contracts.
- Analyzed and applied pertinent law, rules and regulation and precedent to adjudicate **claims**.
- Corrected under payment. Reported and resolve overpaid accounts.
- Interacting with clients and resolving the queries with the claims and maintain the **database**.
- Request any needed documentation for bill **payment**.
- Replied to provider payment inquiries and provide explanation.

Contact: Karthik +919884973743

## ACHIEVEMENTS

Best Performer (11/2020 - Present)

Achieved all sales target in DU Telecom

## PERSONAL PROJECTS

Library Management system project in java (01/2018-03/2018)

- Library Management system created by MySQL community server, java, Eclipse IDE, rs2xml.jar

## EDUCATION

Bachelor of Computer Application (BCA)

Annai College of Arts & Science

Bharathidasan University - India

07/2015 - 05/2018,

Computer Application - Course

Kumbakonam, Tamil Nadu, India