

TANVEER ANSARI



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Nahda Sharjah UAE

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Visa Status: Employment Visa

Passport: N4338192

CAREER OBJECTIVE

Passionate Customer service offering more than 5 years of expertise in the smooth running of Companies. Excellent at juggling multiple tasks and working under pressure. Broad Banking, Ministry of labour and Healthcare industry experience. Familiar with Customer Handling and resolving queries.

CORE COMPETENCIES

Out-of-the Box Thinking | Customer Service | Debt Collector | Team Player | Sales |Tele marketing | Learning Ability | Goal Driven | Adaptable | Vision Strategy and execution | Honesty.

TECHNICAL SKILLS

Working knowledge of Microsoft Office Applications: Word,

EMPLOYMENT HISTORY

Mashreq Bank, Dubai,

Customer Service Representative – 02/2021 to Present

Responsibilities Handled:

- Assisting Personal Banking customers with all their needs, responding to client's queries and providing end to end resolution to achieve customer satisfaction.
- Assisting Personal Banking customers with their respective complaints and service request
- Assisting Personal Banking customers related to their Bank account, Credit card and Loan related queries

- Assisting Personal Banking customers on navigations through online Banking systems (Mashreq-NEOBIZ, Personal Banking)

Teleperformance, Al Dhaid, Sharjah

Customer Service Representative – 04/2020 to 02/2021

Responsibilities Handled:

- Working as a Customer service representative in Teleperformance.
- Handling calls related to the respective rights of employers and employees.
- Handling complaint calls of labour and domestic workers.

R1RCM India Pvt Ltd, Gurugram, India

Collections (Claim Analyst) - 10/2018 to 03/2020

R1 is the leading provider of technology-enabled RCM services for hospitals, health systems and physician groups. With a flexible engagement approach, R1 seamlessly complements a healthcare organization's infrastructure.

Responsibilities Handled:

- Worked on medical claims on behalf of American Healthcare Providers.
- Worked on Denial claims to get it paid within the time frame.
- Well versed with US Healthcare Guidelines followed by every healthcare providers in USA.
- Handled procedure of making calls to Healthcare providers and insurance companies to get the claims paid under the timeframe set by American Insurance companies. Creating database of level of medical claim.

NTHRIVE Global Solutions, Noida, India

Collections (Claim Analyst) - 04/2017 to 09/2018

Responsibilities Handled:

- Followed up on medical claims with Insurance companies.
- Handled Denial and other unresolved claims.
- Monitored claims throughout the process.
- Adeptly handled 40 of inbound and outbound calls per day, generating revenue monthly.
- Handled procedure of making calls to Healthcare providers and insurance companies to get the claims paid under the timeframe set by American Insurance companies.

Education History

Bachelor of Arts: Manav Bharti University, INDIA, 2012

XII: Unique Science Academy, INDIA, 2009

X: Unique Science Academy, INDIA, 2006