

## OBJECTIVE

Joining hands to a Growing & Progressive Organization where a Passionate Dynamic, Career Oriented Person could prove the caliber. With experience in Technical Support, Medical Billing, Credentialing, Accounts Receivable, Customer Service, Marketing & Sales, want to achieve a position to contribute to organizational goals.

## EDUCATION

### BBA

Federal Urdu University of Arts, Sciences & Technology, Islamabad  
2018 - 2022

### FSC (Pre-Engineering)

Punjab College of Science  
2015 - 2017

## PROFESSIONAL EXPERIENCE

 **SCT** SC Technologies Global (March-2021 to date)

### Technical Support Specialist

#### Achievements/Tasks

- Answering inbound inquiries coming through support hotline, live chat feature and support email address
- Taking ownership of customer issues reported and seeing problems through to resolution
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Performing product testing and logging test results.
- Analyzing and tracking defects identified in testing.



**Rockville Technologies** (September - 2018 to March - 2021)

### ➤ Credentialing Specialist/Team Lead

#### Achievements/Tasks

- Completing credentialing applications to add company to commercial payers, Medicare, and Medicaid.
- Leading the credentialing team members in daily tasks.
- Assigning credentialing/re-credentialing applications and other tasks to the team.
- Applying for and renewing annually all provider licenses; Professional, DEA, and other certificates.
- Performing new team members training and all other duties assigned by management.
- Updating the management with the team's performance.
- Completing re-credentialing applications for commercial payers.
- Updating Company's information with Insurances.
- Maintaining individual provider files to include up to date information needed to complete the required governmental and commercial payer credentialing applications.
- Maintaining internal provider grid to ensure all information is accurate and all portals logins are available.
- Completing revalidation requests issued by government payers.
- Working closely with the billing staff to identify and resolve any denials or authorization issues related to provider credentialing.
- Maintaining accurate provider profiles on CAQH, PECOS, NPPES, and CMS databases.

### ➤ Medical Billing Specialist

#### Achievements/Tasks

- Reading and analyzing patient records.
- Determining the correct codes for patient records.
- Using codes to bill insurance providers.
- Interacting with physicians and assistants to ensure accuracy.
- Responding to doctors/patients queries via email, phone or text.
- Answering all incoming calls from doctor's offices and patients to confirm orders.
- Making outbound calls to follow-up with patients and doctors offices.



## Senior Sales Representative

### Achievements/Tasks

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information; confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.

## SKILLS

- Customer Service
- Client Relationships
- Product Knowledge
- Communication skills
- Customer Satisfaction
- Teamwork and delegation
- Project Management
- Leadership
- Time Management
- Customer Support
- Presentation Skills
- Self-Confidence

## LANGUAGES

English  
*Full Professional Proficiency*

Urdu  
*Full Professional Proficiency*

## INTERESTS

- Traveling
- Sports
- Pet Care
- Swimming
- Gaming
- Photography

## References

Will be furnished upon request