

FARHEEN ABDUL RAHMAN

✉ farheenabdulrahman@gmail.com

☎ +971 521968187

VISIT VISA: 29-04-2022



Key Skills

Insurance Related Claims

Multi-line Phone Operation
Proficiency

Client Survey Analysis

Communication Ability

Accuracy And Computer Literacy

Candidate Sourcing

Talent Management

Record Management

Recruitment

Knowledgeable In All HR System

Targeting assignments in **CUSTOMER SERVICE EXECUTIVE**
Location Preference: **ABU DHABI, UAE**



OBJECTIVE

- **1 year** of experience **CUSTOMER SERVICE EXECUTIVE IN HEALTH INSURANCE.**
- Desire the position of customer service executive in a large health care company, utilizing immense call center experience, as well as telephone, conflict management, and customer service skills in successfully handling a high volume of inbound customer complaints, inquiries.
- Dedicated Human Resources professional bringing 2 years of expertise in benefits administration, employee grievances and engagement, recruitment and staff development. Talented in bridging gaps between labor forces and management to achieve objectives. Driven and decisive with a passion for building and retaining highly effective teams.
- To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.



Career Timeline

Al Shifa
Natural
Treatment
Center LLC,
UAE

Aug '17- March '19

CSS Corp
Pvt Ltd.

June'2020-sep'2021

Professional Experience



CSS CORP PVT.LTD.

BANGALORE

DESIGNATION: CUSTOMER SERVICE EXECUTIVE IN HEALTH INSURANCE (JUNE 2020-SEP 2021)

KEY RESULT AREAS:

Insurance Customer Service Executives are responsible for offering information and advice to customers signing insurance policies. Common tasks include doing paperwork, answering phone calls, handling mail, recommending claim actions and updating insurance records.

- Promptly answers, screens, and processes medical service requests and telephone inquiries with strict adherence to confidentiality agreements and policies and procedures.
- Answer inbound customer service calls and make some outbound follow up calls in a professional, service-oriented manner
- Tracked submissions & leads and follow-up as required.
- Documented and updated records in the required systems while following company and client requirements.
- Escalated customer complaints and/or calls to your manager when necessary.
- Performed other duties as assigned by the management team.
- Giving claim status, claims details-bill details, claim procedure-cashless& reimbursement procedure, claim pre-intimation, policy condition- coverage, email status, enrolment timelines, portal-guidelines, website-guidelines.
- Assists patients, as needed, to ensure compliance with the payment requirements for reimbursement
- Handled all customer relations issues in a gracious manner and in accordance with company policy. Analyzed new or renewal policies against the binder and the expired policy
- Stay abreast of code changes, updates to reimbursement guidelines, and coverage policies

AL SHIFA NATURAL TREATMENT CENTER LLC, UNITED ARAB EMIRATES

DESIGNATION: HUMAN RESOURCES ADMINISTRATOR (AUG 17 – MARCH 19)

KEY RESULT AREAS:



Responsible for the full employee life cycle from recruitment, induction to exit, and for providing full administrative support to the HR Managers and Officers. Also involved in the day to day running of the HR office.

- Coordinate with PR Department for all visa related concerns, medical insurance, labor permits, and other employee's employment formalities.
- Conduct regular follow-up with managers to determine the effectiveness of recruiting plans and implementation.
- Briefed new hires on essential job information, such as company policies, employment benefits and job duties
- Making recommendations to company hiring managers
- Following up on the interview process status
- All the HR/Admin Dept. Filing system (Softcopy – hard copy)
- Obtain signature from the other departments for documents forwarded like cheques, offer reports, LPO's reports and any other documents.
- All the outgoing and incoming documents to be controlled with a proper serial number register and to keep a backup of the important documents submitted.
- Maintains employee confidence and protects operations by keeping human resources.
- Maintain cash transaction petty cash.
- Processing the receivable invoice weekly.
- Create the post in social media & website contents & ensure that it is timely updated.

Academic

- **BCOM.CA (COMMERCE WITH COMPUTER APPLICATION)** from Kongunadu Arts & Science College Coimbatore, **Bharathiar University** in April 2017.
- **Higher Secondary Education** from Cordite Factory Higher Secondary School, Board, city in March 2014.
- **SSLC** from DEMS Aruvankadu in April 2012

Personal Details

- **Date of Birth** : 10 July 1995
- **Passport** : P8383482
- **Languages Known** : English, Hindi, Tamil & Urdu
- **Visa Status** : Visit Visa ; 29-04-2022
- **Marital Status** : Married
- **Permanent Address:** Tamil Nadu, India

Declaration

“I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.”

FARHEEN ABDUL RAHMAN