



# Abdul Hakeem

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Dubai, United Arab Emirates

## SKILLS

Service Level Agreement Compliance

Customer Relationship Management

Billing and Invoicing

Complaint Resolution

## LINK

LinkedIn:

<https://www.linkedin.com/in/abdul-hakeem-b839281a4>

## LANGUAGE

Hindi

Malayalam

English

## WORK EXPERIENCE

**Designation: Customer Service Executive**

**Medcare Medical Centre / Dubai / May 2023 - Present**

- Appointment management including no-shows, rescheduling of patients and confirmations.
- Providing information of insurance coverage in clinic and resolving insurance approval of the patients with concerned department.
- Answering all incoming calls and routing them to the appropriate department/ providing information on procedures, packages,
- Handle complaints and concerns in a professional manner and support customers to disuse the situation
- Engage in active listening with callers, confirm or clarify information and communicate product, services, and policies to patients.
- Respond to Insurance/ TPA queries and liaise with concerned department without any delay.
- Prepare cost estimate for procedures for Cash Patient
- Prepares reports of daily activity as requested for management
- Handling the rejected pre authorization and get required justification from the treating doctor to resend it to Insurance Company and obtain the approval.
- Perform duties of handling patients, telephone calls, cash, and back-office work.
- Check emails daily, ensuring to respond to queries in a timely manner.
- Issuing bills and invoices to patients for any outstanding balances, including co-pays, deductibles, or non-covered services.

**Designation: Customer Service Representative**

**Thumbay University Hospital / Ajman / Apr 2021 - May 2023**

- Book appointment and confirm over the phone Scheduling/ reschedule/ cancel, and confirm appointment.
- Providing information of insurance coverage in hospitals and resolving insurance approval of the patients with concerned department.
- Answering all incoming calls and routing them to the appropriate department/providing information on procedures, packages.
- Handle complaints and concerns in a professional manner and support customers to disuse the situation.
- Engage in active listening with callers, confirm or clarify information and communicate product, services, and policies to patients.

**Designation: Customer Service Specialist**

**Mangalore Digiwhale Corporations (MDC) / Mangalore / Sep 2019 - Present**

- Closing sales by overcoming objections like negotiating price, explaining affordable offers and services.
- Contribute to team effort by accomplishing related results as Needed.
- Accepting payments, ensuring all prices and quantities are Accurate and proving a receipt to every customer.
- Provides a positive customer experience with fair, friendly, and courteous service.
- Maintaining monthly, weekly and daily report of transactions.
- Processing refunds and exchanges, resolving complaints.

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## PERSONAL DETAILS

Date of birth  
24 Aug 1997

Nationality  
India

Marital status  
Single

## EDUCATION

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Bachelors of Business Administration  
Shree Devi College / Mangalore / 2020

Higher Secondary (Commerce)  
Rosario PU College / Mangalore / 2015

Secondary School  
Best English Medium School / B.C Road / 2013

## TECHNICAL COMPETENCIES

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Diploma in Office Automation, Completed 2019(ISO Certified)  
From RCSS institute- B.C Road  
Tally ERP with GST

## DECLARATION

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Hereby I am assuring that the above furnishes information is correct and true to best of my knowledge. Once again, I assure you that, if you give me a chance to work in your concern I will wholeheartedly do my duties to the satisfaction of my superiors.