






# RAGESH PUSHKARAN

## CONTACT

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## SKILLS

- Customer Service
- Client needs analysis
- Health insurance
- Policy renewals
- Data entry
- Exceptional communication
- Complaint resolution
- Team management
- Creative problem solving

## PERSONAL DETAILS

- Nationality: Indian
- Date of Birth: 17/01/1991
- Marital status: Single
- Passport No: B7794729
- Date of Expiry: 05/12/2033

## KEY EXPERTISE

- Ability to multitask, prioritize and manage time effectively
- Familiarity with CRM systems and practices
- Strong phone contact handling skills and active listening
- Excellent communication and presentation skills

## PROFESSIONAL SUMMARY

**Accomplished Customer Service Representative of 10+ years, consistently maintaining customer satisfaction and contributing to company success.** Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

## WORK HISTORY

**Customer Service Representative** 01/2022 - Current  
**Aster Clinic - UAE**

- **Process insurance verification of medical insurance** and booking doctors appointment.
- Maintain **up-to-date knowledge of the health insurance industry** and ensure training programs reflect changes in regulations, policies, and products.
- **Handle customer complaints** against consult clinic staff and resolved them.
- Handle phone, email, **booking appointments, and insurance verification.**
- **Transferred calls to Emergency department.**
- Managed high-volume customer queries simultaneously through effective multitasking.
- **Adhered strictly to policies and procedures** for continued company compliance.

**After Sales Operations Executive** 04/2019 - 09/2021  
**NOON KSA**

- **Invoice Making/Creating Airwaybill** of Aramex in CIS Problem Solver in Zendesk.
- **Maintaining Accurate records of shipment** and timely update with management.
  - Validating customer issues with the help of Backend team.
  - **Purchase supply** of product/materials.
  - Track and record orders Receive orders and document arrivals.
  - **Analyze market and delivery systems.**
  - Analyze supply base Prepare requisitions and purchase orders.
  - Monitor order expenses.

## EDUCATION

S.S.C., 2007

Maharashtra Board – India

H.S.C., 2009

Maharashtra Board – India

Graduate Bachelor: Business

Management Studies

Lords Universal College – Mumbai

## COMPUTER SKILLS

- MS Office package (Word & Excel)
- Zendesk Support

## LANGUAGES

### English

Advanced

### Malayalam

Fluent

### Tamil

Advanced

### Hindi & Marathi

Upper intermediate

·**Communicate performances** and costs to management.

·Recommend new processes or system for improvement.

·**Implement new ideas and strategies.**

·Organize and schedule procurements in a timely manner.

·**Comply to scorecard measurement systems** to track values.

·Communicate with vendors, clients, customers, team members & managers to align goals.

**Insurance Verifier Executive (CSA)**

12/2015 – 01/2018

**Concentrix Daksh Services India Pvt. Ltd** - India

·Listening to **customers concerns and handling complaints** and returns.

·**Giving detailed explanations of services** or products.

·**Working with a sales team** to create a better methods to address customer complaints.

·**Reviewing customer accounts and transactions** while resolving issues.

·**Communicate with customers in-person**, through email or chat over the phone Or on social media.

·Receiving orders calculating charges and processing payments..

·**Monitoring customer satisfaction level.**

·Referring customers to superiors when necessary.

**Executive**

05/2014 – 12/2015

**Intellenet Pvt. Ltd.** - India

·Guided company progress by defining, establishing and implementing **organisational goals, policies and procedures.**

·Directed accomplished teams, demonstrating expertise within staff development, strategic talent acquisition and **transformational leadership.**

·Upskilled and re-skilled dynamic teams through strategic training, individual performance reviews and annual appraisals.

**Insurance Verifier Executive (CSA)**

02/2012 – 01/2014

**Concentrix Daksh services India Pvt. Ltd** - India

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