



## Contact

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Email -  
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Address - #Al Muteena Deira  
- Dubai - UAE

## Education

Bachelor of Arts (B.A.) in Arabic  
**The New College**, Chennai, India  
2018 – 2021

## Technical Skills

Microsoft Excel  
Microsoft Word & PowerPoint  
Power BI  
Data Entry & Verification  
Basic Data Analysis  
Communication & Coordination

## Languages

**English** – Fluent (Read, Write,  
Speak and Listen)  
**Hindi** – Fluent (Speak and Listen)  
**Tamil** – Fluent (Speak and Listen)  
**Urdu** – Fluent (Speak and Listen)  
**Arabic** – Basic (Read)

## Additional Information

**Visa Status:** Tourist Visa (Valid until  
11-August-2025)  
Currently in Dubai and available for  
immediate joining.  
**Nationality:** Indian

# Mohammed Rais Muzzafer K

## Customer Service Executive & RCM Healthcare Professional

Customer-focused professional with 2 years and 9 months of experience in the healthcare and service industry, specializing in medical billing, insurance verification, and team coordination. Known for strong communication skills, a proactive approach to service quality, and excellent command over Microsoft Office tools like Excel, Word, and Outlook. Trusted as a process in-charge to oversee team accuracy, allocate daily work, and maintain detailed production reports. Proven ability to handle customer-facing and backend responsibilities with professionalism and consistency. Now seeking to contribute these skills to a dynamic customer service environment, where I can interact with global clients and help deliver world-class service.

## PROFESSIONAL EXPERIENCE

**Curis RCM LLP - Senior Process Executive**

**July 2022 - March 2025 - 33 Months**

- Delivered prompt and accurate insurance verification services (VOB) for U.S. healthcare clients, ensuring every step aligned with process standards and client expectations.
- Entrusted by management as Process In-Charge, responsible for team accuracy, quality checks, and daily reporting.
- Handled customer data and coordinated between departments like Charge Entry, Payment Posting, Demographics, and Denial Support for process efficiency and smooth service delivery.
- Regularly used Microsoft Excel tools (VLOOKUP, XLOOKUP, Pivot Tables, Filters) for daily tracking, productivity reporting, and data review.
- Allocated work and monitored team performance while maintaining daily production reports with high accuracy.
- Trained over 15 new team members on service quality, reporting, and communication techniques.
- Maintained high levels of professionalism while supporting internal teams and ensuring error-free task execution.

## CERTIFICATION

- Power BI Internship – Kaashiv Infotech (Online).

## ACHIEVEMENTS

- Maintained 100% attendance throughout 2023, reflecting reliability and dedication.
- Earned appreciation for maintaining 0% error rate for 3 consecutive months, even while handling the highest volume of files in the team.
- Personally chosen by CEO to extend notice period from 30 to 60 days to support a smooth transition, recognition of work ethic and team support.
- Proactively prepared and maintained daily reports, ensuring timely updates and helping leadership make informed decisions.
- Continuously improved communication skills to manage cross-functional coordination and client service expectations effectively.