




# FARHAN AHMED

## CUSTOMER RELATIONS SPECIALIST

 0589679925

 dawoozifarhanwork@gmail.com

 Al Qusais, Dubai, UAE

## EDUCATION

### Bachelor Of Business Administration ( B.B.A )

Osmania University 2020 -2024

A Bachelor of Business Administration focuses on Strategic Operational Management, Cross Functional Leadership, and Data Driven Decision Making to optimize Organizational Efficiency and SLA Compliance

## SKILLS

- Financial Integrity, Cash Handling
- High Volume Processing
- Triumph Pay, TF Admin, ERP/CRM Tools, & Microsoft Excel, Word
- Rigorous document auditing (BOL/POD) & data validation
- Documentation & Reimbursement Facilitation Team Leadership
- Billing & Insurance, Revenue Cycle Knowledge
- Client Administration, Compliance & Safety

## PROFESSIONAL SUMMARY

Precision driven professional with over 5 years of experience in high velocity financial operations and customer relations. Recognized for maintaining 95% precision in processing 1,500+ monthly documents and managing \$18M+ in annual disbursements. Seeking to apply expertise in appointment management, patient registration, collect the payment/co-payment based on the insurance and financial reconciliation to deliver world class service at Prime healthcare while adhering to JCI and safety regulations.

## WORK EXPERIENCE

### Truck stop / Firstsource

September 2024 - December 2025

#### Accounts Payable Specialist

- Orchestrated end to end verification for \$18M+ in annual financial disbursements, maintaining a 95% processing accuracy rate.
- Register new clients and ensure the records of current clients are up to date, Provide claim forms in case the client wants to claim reimbursement.
- Perform duties of handling clients , telephone calls, and back office work as specified in the duty roster.
- Contributes to team effort by accomplishing related results as needed and maintains safe and clean area by complying with procedures, rules, and regulations. Participate in the organization training programs.
- Follows the duty schedule as assigned by the team leader/supervisor which includes different shift timings as per the need of the department, Supports Continuous Quality Improvement and participates and contributes to all the quality assurance activities of the service.
- Utilized TF Admin and Triumph Pay to validate carrier/broker credentials, safeguarding high stakes of data accuracy while ensuring compliance with privacy regulations.
- Worked as the primary point of contact for 100+ international accounts, resolving complex disputes and ensuring high velocity shipment turn arounds
- Managed the lifecycle of 1,500+ monthly documents Freight Bills/Rate Confirmations, ensuring 100% regulatory compliance and zero delay in movement.
- Generate and process invoices for services rendered, including consultations

## TECHNICAL TOOLS

- TF Admin
  - Triumph Pay
  - Denim
  - USA Freight Payments Portals
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## LANGUAGE

English Fluent

Hindi Fluent

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## VISA STATUS

Visit Visa, Immediately Available to join.

**Baba Milk House Pvt. Ltd**

February 2021- September 2024

- Handle telephone inquiries from Clients and provide information & managed call backs when required
- Facilitate daily cash collection, credit card slips, and cheques deposits at the designated location within the organization premises, ensuring timely and accurate processing at the end of each shift, adhering to the standards of finance protocols.
- Maintain working knowledge of the Organization System, times of all stores, duration of appointments, duty roster, and procedures for booking appointments. Check emails daily, ensuring you respond to queries in a timely manner.
- Ensure operations are carried out uniformly according to the Organization policies and procedures.
- Ensure complaints are handled in a structured, timely and professional manner which is fair, courteous and respectful of privacy, to identify problems and to continuously improve the department's services.
- Exercises effective interpersonal skills in dealings with department staff, colleagues and management. Maintains patient & staff confidentiality.