

# UZAIR HANIF

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Address: House No 869, Street No 43-D  
Tipo Road, Sir Syed Chowk, Rawalpindi.



## ■ ■ OBJECTIVE

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To make positive contribution as part of your dynamic and well reputed organization in a position where my management, decision making and communication skills will be appreciated and enhanced.

## ■ ■ ACADEMIC QUALIFICATION

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| • B.Com         | From | Islamabad Model Post Graduate College<br>Affiliated Quaid-E-Azam University<br>2019 |
| • Intermediate  | From | Govt. Inter College Rangla,<br>Bagh, AJ&K<br>2016                                   |
| • Matriculation | From | Chinar Public School Rangla,<br>Bagh, AJ&K<br>2014                                  |

## ■ ■ EXPERIENCE

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### Lead Account Manager

**MTBC** - US Based IT Company

Qandeel Colony Bagh, AK

Feb 2020 – March 2022

- Ensure quality, timeless and accuracy in the entire billing process.
- Communication with New Jersey Management regarding practice issues.
- Making Calls to the providers' offices on day to day activities (when required)
- To resolve medical claims related issues of complex nature.
- Monitoring & resolution of client complaints.
- Checking Daily work (FTP/Scanning/other received from the providers' offices).
- Checking/sending/replying SSC Messages/Emails from Providers' offices, NJ, and other depts.

- MTBC Soft Authentications.
- MTBC Soft Reports, (ERA, Financials, Aging, Submission, Missing Claims, Rejections, Blank Status, Calls, Unpaid Claims, Negative Balance, Call authorization, DWC and Missing DOS).
- Random Checking of Billing/Follow-up.
- Daily SignOff (including all the variables of their daily tasks including Exceptions, scanning and communication).
- Implement and act in accordance with MTBC's information security and privacy policies.
- Ensure compliance with information security responsibilities specific to your job role.
- Protect assets from unauthorized access, disclosure, modification, destruction or interference.

## **Account Manager Ops**

### **MTBC - US Based IT Company**

Qandeel Colony Bagh, AK

Jan 2019 – Jan 2020

- Manage all activities of the medical billing cycle.
- Efficient Revenue Cycle Management (RCM).
- Timely and error free medical bills entry and posting.
- Understanding of relevant Key Performance Indicators (KPIs).
- Communicate with insurances to ensure steady stream of client's cash flow.
- Any other tasks assigned by supervisor.

## **Customer Service Executive**

### **Star Call Center**

6<sup>th</sup> Road Rawalpindi

August 2018– Dec 2018

- Answer incoming calls and respond to customer's emails
- Management and resolve customer complaints
- Sell products and place customer orders in the computer system
- Identify and escalate issues to supervisors
- Provide product and service information to customers
- Research required information using available resources
- Research, and resolve customer complaints using applicable software
- Process orders, forms, and application
- Route calls to appropriate resources
- Document all call information according to standard operating procedures

## ■ ■ SKILLS AND KNOWLEDGE

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- MS Office, Word, Excel and PowerPoint.
- Internet Basic Operations.
- Good verbal and written communications skills.
- Comprehensive problem-solving abilities.
- Willingness to learn and good team facilitator.
- Self-motivated and highly enthusiasm to bring energy to the team every day.
- Excellent ability to communicate with a variety cross functional team.

## ■ ■ HOBBIES

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- Watching Soccer.
- Photography.
- Swimming.
- Last but not least I love Gamming.

## ■ ■ My Strengths

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- Ability to learn and to perform multiple tasks.
- Creative approaches to solve the problem.
- I am dependable person who is great at team management.
- Enthusiastic and eager to learn new skills.

## ■ ■ Personal Details

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- Father Name: Muhammad Hanif Khan
- D.O.B: 22<sup>nd</sup> December 1998
- Nationality: Pakistani
- CNIC NO: 82102-7606719-1
- Marital Status: Single
- Languages: English, Urdu