

# CURRICULUM VITAE

- + Review the settlements (recordings, email, faxes, agreements, counter offers) carefully.
- + Declare them Approved, Denied, or Hold as per the conditions of the settlements.
- + Maintain records in your system and report to your senior and core members on daily basis.
- + Maintain and update the Number of collections at hourly basis.

Dates (from - to)

Name and address of the employer

Type of Business or Sector

Designation

Main activities and responsibilities

2000 – 2008

Serena Estate & Builders

Real Estate

Real Estate Consultant

Deals in all kind of property residential, commercial house, flats, plots sales, purchase, rent and documentation.

# CURRICULUM VITAE

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Karachi, Pakistan.

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## Professional Experience

Dates (from - to)

Name and address of the employer

Type of Business or Sector

Designation

Main activities and responsibilities

1<sup>st</sup> Apr 2011 - today

Protégé Global | 2<sup>nd</sup> Floor, 66c- 68c 25<sup>th</sup> St, Tauheed Commercial Area, Phase V  
D.H.A. Karachi.

BPO | Call Center Services

QA Manager / H.O.D

- + Maintain the quality of inbound and outbound calls, and distributes the task and responsibility among the team members as per their capabilities.
- + Review the settlements (recordings, email, faxes, agreements, counter offers) carefully.

- + Declare them Approved, Denied, or Hold as per the conditions of the settlements.

- + Maintain records in your system and report to your senior and core members on daily basis.

- + Maintain and update the Number of collections at hourly basis.

Intermediate

Educations.

Dates (from - to)

Name and address of the employer

Type of Business or Sector

Designation

Main activities and responsibilities

18th Oct 2010 – 31st Mar 2011

Medical Lien Management | P.O. Box 6829 Norco, California, 92860 Country:  
USA. Medical Billing | Workers' Compensation Collections | Report Generation  
Negotiator

- + The overall responsibility is to recover and collection of medical bills via e-mails and out bound phone calls.

- + Analyzing and answering general questions, inquiries regarding medical billing on behalf of Doctors and Clinics of USA California. + Have to recover certain amount of bills from insurance companies of US California & have to perform routine collection of medical billing related tasks. + Answering regarding Medical billings from Medical Insurance companies Negotiating on medical bills recovery.

- + Process and frequent correspondence on mail. + Ensure compliance to Customer Relationship Management & Attainment of desired targets.

1<sup>st</sup> Dec 2009 – 01<sup>st</sup> Sept 2010

Ensign Communique, Shaheen Complex, 6<sup>th</sup> Floor, Karachi, Pakistan.

Call Center

Quality Assurance Executive

- + Maintain the quality of inbound and outbound calls, and distributes the task and responsibility among the team members as per their capabilities.

Dates (from - to)

Name and address of the employer

Type of Business or Sector

Designation

Main activities and responsibilities