

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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Professional Experience

Dates (from - to)

Name and address of the employer

Type of Business or Sector

Designation

Main activities and responsibilities

1st Apr 2011 - today

Protégé Global | 2nd Floor, 66c- 68c 25th 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.

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Educations.

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.

1st Dec 2009 – 01st Sept 2010

Ensign Communiqué, Shaheen Complex, 6th 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.