

**S.M. HARIS ALAM**

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North Nazimabad Town near Habibia  
Masjid, Karachi-Pakistan.

### **Professional Profile**

A positive, proactive and results-driven customer service & cooperate sales experience with a highly successful background in the achievement of profitable business growth through the creation and execution of successful sales and marketing strategies. Possesses excellent interpersonal, communication and negotiation skills and the ability to develop and maintain mutually beneficial internal and external relationship.

### **Career Summary**

**Sybrid Pvt Ltd- A Lakson Group of Company**

*Accounts Executive*

June 2019 to continue

- Claims billing.
- Works on denied claims processing.
- Works on claims rejection from clearing house.
- Work on Aging report- Accounts Receivable
- Coordination with the insurance companies mainly Medicare, Medicaid, BCBS, Aetna, Cigna etc, via email , fax and call , regarding the denial and pending claims processing.
- Claims confirmation and update status of Medicare claims via IVR and on call.
- To achieve the monthly AR targets.

**TelniaSoft Inc.**

*Customer Support Executive*

Dec 2017 to April 2019

- Manage Inbound and outbound calls.

#### **Inbound calls:**

Vendors calls regarding payments and past due invoices.

Clients calls regarding to the related queries.

To handle the agencies calls from U.S state / county regarding garnishment and child support notices.

#### **Outbound calls:**

To do the vendor calls and negotiate on bills / invoices.

Responsible to negotiate on penalty amounts and remove it from past due invoices and notices of service disconnection.

Call to the different companies regarding to use our accounts service(s) as per the given leads on ERP.

- To update call record on CRM.
- Manage Inbound and outbound calls.
- Vendor call reviews update on ERP.
- Prepare monthly call report and upload on ERP.
- Task creation on ERP as per the related documents and assigned to concern department.
- Worked on data processing with the help of software DASS (*Data Accountability Secure System*)
- Email correspondence with the clients and vendors.
- To upload the fax data on ERP and DASS which we received through eFax.
- Follow the rules as per the given KPI.

## EnomSoft – e-commerce (Amazon & eBay)

*Customer Support – International Sales*

May 2017 to Oct 2017

EnomSoft is an I.T company in the field of e-commerce and its deals in locally & internationally.

- Online customers support, works on eBay and Amazon. Updatons of orders tracking and shipments details.
- Order(s) placing and confirmation of orders. Manage returns / replacement(s)
- Answer the queries of customers in different channels through eBay and Amazon. Product listing and price confirmation in different portals.
- Dealing with International customers through email, portal chat in eBay & Amazon or by live calls

## Local Business

*Sales & Purchase*

May 2015 to Feb 2017

Worked of Cars Sale & Purchase.

Research the market for the best value of cars.  
 Negotiate / Buy & Sale of local Cars.  
 Search the clients for the best deals.  
 Online Search & Contact the Customers through online portal services especially apnigari.com & pakwheels.com.

## Saif Belhasa Group Of Companies

*Customer Service Executive*

March 2008 to March 2015

Worked with Belhasa Driving Center (Dubai) as a Customer Service Executive, (CSE)

Dealing with cooperate clients.  
 Opening registration files, Registration Inquires, Customers dealing, Phone inquiries.  
 Coordinate with the Customer's sales team.  
 Manage daily customer inquiries, follow-up with customers.  
 Submit monthly report of customer feedback / complains / scheduling etc.  
 Worked in Oracle system for customer's scheduling / payments etc.  
 Approvals from Administration Department Cash handling and Updatons as per our system according to respective outlets.  
 Works on Word / Excel & PDF format files.  
 Other related tasks assign from the management.



## Allied Bank Of Pakistan (ABL)

Computer Operator

June 2006 to May 2007

Worked in H.R department with 3<sup>rd</sup> party contract basis.

Short listing CVs for the available vacant Position(s) and make appointment letter as per the assigned format.

Marking of charge sheets, employee's loan clearance letter, waiting of explanations etc.

Make Employee's Approval Letters for the bank's Credit card Department.

Other related works assign from management.

### Education & Qualification

*Masters in Public Administration. (M.P.A)*

*Bachelor in Public Administration. (B.P.A)*

*from University of Karachi*

### Software & I.T Skills

Extensive use of M.S Office, especially in Word & Excel for generation of spreadsheets, letters, Applications.

Good working knowledge of Internet browsing & electronic mail.

Telephonic skills.

Online Internet browsing.

MS Office, Oracle database, CRM.

### Personal Details

**Date of Birth:** July 17th 1984.

*Language(s):*

Urdu  
(Mother tongue)

English  
(Professional  
Level)

**Residential Address:** North Nazimabad Town near Habibia Masjid.