

# AHMAD ABBAS



## About Me

A seasoned professional and a customer service professional with 8 years of experience in different verticals such as patient care coordination, financial services, and cash handling with a reputed exchange house.



+971 568 480 332



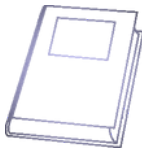
amafhh.abbas05@gmail.com



411 - Al Zarooni Building Al  
Chubaiba, Bur Dubai, Dubai, UAE

## LANGUAGE

- English
- Hindi
- Urdu



## EXPERTISE

- Management Skills
- Creativity
- Negotiation
- Critical Thinking
- Ability to work in a team
- Leadership



## EDUCATION



**Sam Higginbottom University Of  
Agriculture and Technology & Science**  
Bachelor of Commerce 2016-2018

## SKILLS SUMMARY



Accounting	<div><div></div></div> 80%
Cash Management	<div><div></div></div> 100%
Customer Service	<div><div></div></div> 100%

## EXPERIENCE



**REDA AL ANSARI EXCHANGE, UAE |**

**DEC 2021 - Present**

**CASHIER/REMITTANCE EXECUTIVE**

- Handling Cash transaction, instructions like Western Union transactions, Currency Exchange, WPS Salary distribution and payments and value added services transaction payments etc.
- Ensuring all the transactions executed under compliance with central bank rules and regulations.
- Increased customer loyalty and retention.
- Solicited customer engagement in loyalty programs to enhance company revenue generation.
- Delivered exceptional training and hands on motivation to team members to enhance service delivery approaches and boost customer satisfaction.
- Maintained stock within optimal levels to meet expected customer and sales levels.
- Accurately applying all remittances to the various customer accounts and remittance advice. Includes working in a multi-skilled position across different types of fund transfer.
- Input and verify confidential data to process transfer.
- Research any problem and solutions pertaining to wire transfers.
- Assist branch with Administrative functions such as answering inbound calls, transferring calls, filling documents and sending e-mails and reports.

**CHARAK HOSPITAL, INDIA | NOV**

**2020 - SEP 2021 PATIENT CARE**

**COORDINATOR**

- Answer patient calls, emails and questions, including finding insurance estimates and Confidentially manage patient accounts.
- Volunteered for Covid19 (TRIAGE SERVICE) the Second wave.
- Schedule patient visits and answer pre-visit questions, including about billing Ensure compliance with professional standards & regulatory requirements.
- Provide patient consultations and recommended treatments.
- Discuss the cost of service, insurance coverage, and payment options with the patient. Work as a team player to ensure each patient receives the best service possible
- Schedule any necessary out patient appointments.
- Get prior authorizations for procedures

## CHANDAN HOSPITAL, INDIA | APRIL 2019 - APRIL 2020 IPD ATTENDANTSUPERVISOR

- Supervise Patient Care Coordinators.
- Provide feedback on job performance to Patient Care Coordinator and/or other assigned staff and keep manager apprised
- Develop and implement standards of performance, expectations, and assignments Evaluate and actively solve problems
- Identify learning needs of staff
- Act as a resource person and role model to staff
- Be a super-user/expert trainer for endoscopy procedure documentation software Conduct annual performance reviews and recommend disciplinary actions, if needed

## PRODIGY MERCHANDISING, INDIA | OCT 2016 - JAN 2019 TEAM LEADER

- Handling the team
- To Maintain the weekly and monthly Targets Providing them with Daily Session
- Maintain call quality via regular monitoring Attend the Transfer calls
- Mail daily activity report to our Senior Prepare a progress report of each Tele-caller
- Conduct training for the new joining in the company also Train subordinates regarding all company products

SIGNATURE

