

Mohammad Younus Ali

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I am a results-oriented professional who has been consistently praised as hard-working by my co-workers and management. Over the course of my 14-year career, I've developed and acquired a skill set directly relevant to the role you are hiring for. Overall, I have consistently demonstrated teamwork abilities in every aspect of my career, and I invite you to review my detailed achievements below. My specialization lies in Accounting and Medical Health Insurance.

I have the objective to grow in my career by demonstrating high value in my work.

Experience

2022 – PRESENT

Insurance & Customer Relations @ Dr Amal Al Qedrah Medical Center (Sharjah.UAE)

Resolving customer issues

Advise clients on creating profitable processes

Develop customer relationships

Identifying key customers or clients

Conduct business reviews using crm programs

Monitor customer satisfaction

Setting customer expectations and revenue goals

Collaborate with cross-functional teams

Ensure customer satisfaction

Know your competition and strategies accordingly

Analyzing customer data

Implement customer engagement strategies

Manage concerns and complaints

Understand the competition

Communicating with other departments

Conducting business reviews

Developing the customer journey

Develops and implements sales strategies

Identifying new business opportunities

Maintaining client communications

Sending online approvals.

Claims processing.

Handling all the approvals and rejection on daily basis.

Dealing with the patients to their satisfaction.

Dealing with the Insurance Companies.

Maintaining all the Insurance policies and requirements.

Teaching all the staff and doctors about the rules and regulations of CCHI and the requirements of the insurance companies.

Attending all the meetings and seminars held by the Insurance Companies on behalf of clinic.

Account Settlements and handling all the rejections.

Preparing reimbursements forms on patients requests.

SEP 2018 – FEB 2022

Back Hand Sales Manager @ Coral Shore Real Estate, India & UAE

Handling all the documents of sales.

Training all the staff about the tele calling sales.

Maintain the office as the branch was under my supervision.

Office administration.

Coordinating and reporting day to day activities to the management.

Handling and organizing events in India

MAY 2012 – OCT 2017

Medical Insurance Specialist At Consultative Medical Company Co (CMCC Group) in Riyadh, Kingdom of Saudi Arabia

Sending online approvals.

Claims processing.

Handling all the approvals and rejection on daily basis.

Dealing with the patients to their satisfaction.

Dealing with the Insurance Companies.

Maintaining all the Insurance policies and requirements.

Teaching all the staff and doctors about the rules and regulations of CCHI and the requirements of the insurance companies.

Attending all the meetings and seminars held by the Insurance Companies on behalf of clinic.

Accounts Settlements, Resubmission and rejection of claims handling.

JUNE 2010 – APRIL 2012

Office Administrator and Coordinator in ThyssenKrupp Elevators in Riyadh, Kingdom of Saudi Arabia.

Preparing weekly and Monthly reports of ongoing project and submitting to main contractor.

Maintaining and controlling all the documents of the project.

Uploading all the project related documents and designs on the companies' server.

Keeping all the logs of the project.

Office Administration.

Coordinating office activities and operations to secure efficiency and compliance to company policies.

Supervising administrative staff and dividing responsibilities to ensure performance

Keep stock of office supplies and place orders when necessary

Skills

Type 96WPM • Proficient with Workday • Team player • Excellent time management skills • Conflict Management • Public Speaking • Data analytics. Administration and Coordination, Document Control. Very good in Communication skills. Good in Customer relations

Education

OCTOBER 2009

Bachelor of Commerce/Wesley Degree College, Osmania University, Hyderabad, India.

APRIL 2006

Intermediate/St Georges Grammar College, Osmania University, Hyderabad, India.