

# Alistair NS Floyd

Mobile : +91 996-276-4050

Email : [alistairfloyd7777@gmail.com](mailto:alistairfloyd7777@gmail.com)

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## CAREER OBJECTIVE:

A highly organized and hard-working individual looking for a responsible position to gain practical experience and to secure a job in a reputable company and a role in a challenging workplace that welcomes innovative ideas and offers growth opportunities.

## EDUCATION:

- Completed SSLC and HSC at St.Joseph's , Chennai
- Nalandha University

## LANGUAGES:

**Tamil** – Mother tongue

**English** – Excellent in reading, writing and speaking.

## SPECIALIZED SKILLS :

- Computer Management.
- Continuous Process Improvement.
- Vendor, Staff and Customer Relations.

## WORK HISTORY:

- Senior AR Caller at ACCESS HEALTHCARE (third party of

ATHENA HEALTHCARE, USA) April 2015 – Dec 2017

- Senior Sale Agent for AT&T Wireless at LEMON PEAK MARKETING SERVICES, 2019 – July 2022
- Analyst for an esteemed Bank at HCLTech, July 2022 to January 2024

### **ROLE DETAILS :**

- Check claims status and clear the pending claims.
- Worked on behalf of Hospital to check customer claims by calling insurance office & getting claims paid to the hospital for the services rendered by customer.
- Analyzing and placing calls to insurance companies and claiming the cash on behalf of the doctors.
- Worked on end-to-end process.
- Handled client calls.
- Clarifying patient queries.
- Collecting outstanding amount on the pending invoices and to increase the cash receipts of the company. (Collect \$200,000.00 USD every month).
- Inbound queries for all products offered by an esteemed Bank in Europe. Handled all queries ranging from Card Management to Transaction Disputes including Chargebacks.

### **KEY SKILLS:**

- Over 3 years of voice experience in the areas of Operations – A.R. calling, Support, Collections and Sales.
- Troubleshoot cloud related issues/applications issues and computer related problems for windows and mac.
- Installing new software, upgrading the version of the software.
- Setting up user accounts, permission and passwords.

- Over seeing security of the system, especially the Internet and installing antivirus protection.
- Managing resolutions with development team and project managers.
- Good interpersonal skills with an ability to understand the customer's problem and resolving them.
- Training new employees and getting them productive quickly.
- Strong communication skills (written and verbal) • Ability to work accurately and pay attention to details.
- Capable of grasping new concepts quickly.
- Analytical and problem solver.
- Accurate and precise in all projects and assignments
- Well versed with Windows and IOS.
- Computer & Internet Applications.
- Exceptional communication, presentations & mentoring skills with distinguished abilities in leading teams for developing business continuity plans, procedures and service standards for business excellence.

### **OTHER ACHIEVEMENTS:**

- Achieved 99.5% average cash flow with no loss of pending claims and appreciated for best team player.
- Awarded for perfect attendance percentage.

### **OTHER INTERESTS:**

- Supply chain reading,
- Business technology,
- Music
- Electronic Gadgets

### **PERSONAL DETAILS :**

**D.O.B.** : 20-Apr-1992  
**Nationality** : Indian.  
**Martial status** : Single  
**Location** : Chennai, India.

**Date:**

**Yours faithfully,**

**Place:**

**ALISTAIR N.S.FLOYD**