






CALVIN MATHIAS


CONTACT


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Seashell Cafeteria, Al
Mushrif Area, Airport rd.
AUH- 498699

 **Satus**
Visit Visa Valid Till 25th
December

PROFILE INFO

- Motivated and customer-centric professional with 2 years of hands-on experience in the field of customer care. Known for my exceptional communication and problem-solving skills, I am committed to ensuring the highest level of customer satisfaction.

WORK EXPERIENCE

Senior Associate **2021 - 2023** **City Facility Management**

Sep 24th, 2021 - Oct 25th, 2023

Achievements/Tasks

- Welcoming / greeting patients and visitors, in person or on the telephone, answering or referring inquiries.
- Scheduling appointments in person or by telephone.
- Keeps patient appointments on schedule by notifying the provider of the patient's arrival; reviewing service delivery compared to schedule; reminding the provider of service delays. Ensures availability of treatment information by filing and retrieving patient records.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information.
- Obtains revenue by recording and updating financial information, recording and collecting patient charges; controlling credit extended to patients; filing, collecting, and expediting third-party claims.
- Maintain stock; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies; scheduling equipment service and repairs.
- Calling Insurance company and agency if required to obtain renewal information for a particular policy.
- Calling the Mortgagee companies to obtain renewal details of customers on daily basis.
- Achieving daily targets and meeting the Clients requirements.
- Working on different kind of platforms or softwares such as PayeeDb , SmartFlow , BlackKnight and CiscoJabber.
- Understanding each and every software/tools.
- Script based process , maintaining privacy and security through call openings.
- Sending payments whenever required for escrow customers and processing each and every loan on timely basis.



EDUCATION



2015 - 2016

SSC

Maharashtra Board
79.60



2016 - 2018

HSC

Maharashtra Board
71.23



2019 - 2022

**Bachelors of
Information
Technology**

Mumbai University
73.08



MY SKILLS & EXPERTISE

- Punctuality
- Team Player
- Adaptability
- Patience
- Positive Attitude
- Problem Solving



Tools Used and Computer Skills

- Payee db
- MS Word
- Cisco Jabber
- Excel
- Blacknight
- Power Point
- SmartFlow
- Outlook



EXTRACURRICULARS

Sports

- Football: Played DSO and many local tournaments.
- Kho-Kho: Played tournaments in school.
- Cricket: Played local tournaments.



VOLUNTEER EXPERIENCE

- Represented as an NSS Volunteer.
- Participated in many beach cleaning programmes.
- Taught orphans .