



Md Tasriful Alam

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ABOUT ME

Energetic customer service officer (billing) with 3+ years of experience resolving complex customer inquiries and billing. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement

WORK EXPERIENCE

27/3/2021 – CURRENT Chattogram, Bangladesh

CUSTOMER CARE OFFICER-BILLING EVERCARE HOSPITAL CHATTOGRAM,

- Ensure proper billing process with providing proper information regarding medicines to the patients.
- Ensure proper knowledge and keep updated on medicine stock with confirmation through store.
- Ensure effective and smooth co-ordination between consultant and the outpatient. inpatient (with or without appointment, follow-up, etc.) as well as manage all operational activities of the respective clinic(s), specializing in quality service in line with AHD policies.
- Guide the patients regarding the investigation, medication, and follow-up visit. Update respective consultant(s) regarding patient's attendance and status as & when required. In case of exceptional cases, try to accommodate the patient after discussion with the consultant or arrange an alternate service option without offending the patient.
- Provide information on related consultant's profile, visiting hours, tariffs and assist patients in terms of preparation for investigation, procedure, surgery, admission etc.

Business or Sector Human health and social work activities | **Department** Operations |

Address Plot No. H1, Anannya CDA Residential Area, Oxygen - Kuwaish Rd, Chattogram, 4337, Chattogram, Bangladesh

Website <https://www.evercarebd.com/chattogram/>

EDUCATION AND TRAINING

1/1/2014 – 17/5/2018 Chattogram, Bangladesh

BACHELOR OF BUSINESS ADMINISTRATION (B.B.A) Premier University

Website <https://puc.ac.bd/> | **Field of study** Finance, banking and insurance | **Final grade** 3.34/4.00

Chattogram, Bangladesh

HIGHER SECONDARY CERTIFICATE (H.S.C) Kulgaon City Corporation College

Address Jalalabad, Bayazid Bostami, Chattogram, Chattogram, Bangladesh | **Website** <https://kccc.edu.bd/> |

Field of study Physics, Chemistry, Biology, Mathematics | **Final grade** 4.00/5.00

1/1/2000 – 31/12/2010 Chattogram, Bangladesh

SECONDARY SCHOOL CERTIFICATE (S.S.C) Jahangir Line High School

Field of study Biology , Chemistry , Mathematics , Physics | **Final grade** 4.69/5.00

1/5/2020 – 31/5/2020 Bangladesh

EXCEL CRASH COURSE Corporate Finance Institute

Website <https://corporatefinanceinstitute.com/>

15/9/2017 – 16/9/2017 Dhaka, Bangladesh

OFFICE PROFESSIONAL DEVELOPMENT (OPD) Bangladesh Youth Leadership Center (BYLC)

OPD is designed to equip BYLC graduates with professional skills to successfully navigate through the challenging job market

- Workshop focused on designing effective career strategy, building strong communication skills (i.e. interview, networking, negotiation and elevator pitch) , writing professional resume, cover letter, and email, and preparing to succeed in the 21st century workplace

Website <https://bylc.org/programs.html>

7/9/2017 – 9/9/2017 Dhaka, Bangladesh

ART & PRACTICE OF LEADERSHIP (APL) Bangladesh Youth Leadership Center (BYLC)

APL is a three-day intensive leadership training workshop taught via a curriculum conceptualized at Harvard University.

- One of the fifty participants selected through a rigorous application process with an acceptance rate of only 15%
- Workshop focused on developing essential aspects of leadership, such as critical thinking, problem solving, and communication skills

Website <https://bylc.org/index.html>

Link <https://youtu.be/WJCgZAMrNXU?list=TLGGLTeP5vdrIOEwNDAYMjAyNA>

● DIGITAL SKILLS

Medical Billing | Microsoft Excel | Microsoft Word | Customer Care | Microsoft Office | cash Handling

● LANGUAGE SKILLS

Mother tongue(s): **BENGALI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	B2	B2	C1
HINDI	B1			B1	

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● HONOURS AND AWARDS

7/2023

Certificate Of Recognition – Evercare Hospital Chattogram
