

Rajeshkumar E

Non-Voice BPO Specialist

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SUMMARY

Healthcare Operations Senior Rep specializing in claims processing and adjudication. Recognized for precision and efficiency in managing healthcare claims, with proven ability to navigate complex procedures while meeting tight deadlines. Ready to contribute expertise to a dynamic team for operational excellence in a challenging and growth-oriented environment.

PROFESSIONAL EXPERIENCE

HC & Insurance operation senior representative

07/2022 – 10/2023

NTT DATA

Coimbatore, India

- Process Handling: Claims adjudication, Claims processing, Salesforce, Blue card & Worker compensation
- Processed requests for new coverage or changes to existing policies, including reviewing applications, verifying eligibility information, and confirming enrollment details.
- Resolved escalated customer inquiries regarding billing discrepancies or policy disputes.
- Managed a team of 4-5 junior representatives responsible for HC and Insurance operations tasks.

EDUCATION

Master of Computer Science

07/2019 – 05/2021

Government Arts and Science College

Udumalpet, India

82%

Bachelor of Computer Science

07/2016 – 05/2019

Government Arts and Science College

Udumalpet, India

71%

HSC

05/2016

Government Higher Secondary School

Zaminuthukuli, India

80%

SKILLS

Programming Languages

Python, C++, C, Java, Visual Basic, HTML, CSS

Back-End Development

Database management with SQL, MS Access

Soft Skills

- Strong teamwork and collaboration skills.
- Excellent time management and organizational abilities.
- Strong analytical and critical thinking skills.

LANGUAGES

TAMIL

ENGLISH

PROJECTS

Driver Drowsiness Detecting System With OpenCV

- In this project, I developed an innovative Driver Drowsiness Detection System utilizing OpenCV, a powerful computer vision library.
- Leveraging facial recognition and eye-tracking algorithms, the system monitors the driver's facial features in real-time to detect signs of drowsiness and alertness. By analyzing key parameters such as eye closure duration and head pose, the system provides timely alerts