Susmitha Murugan

Operations Processing Associate

Personal Info

Phone
+91 -8675737420

E-mail
susmithasmv@gmail.com

Skills

Microsoft Office suite

communication skills and manages team

Team leadership

US Healthcare Analysis

Training and Certification

Strong Documentation

Critical thinking and problem solving

Wiling to adapt and learn new things

Languages

Tamil

English

Malayalam

• Dedicated professional with over 4+ years of experience in the BPO industry, served as Operations Process Associate and Certified Trainer. Proficient in various phases of analyst, including US Healthcare, MS Office, and Amazon Workspace. Demonstrates strong documentation and communication skills, with the ability to work both independently and as part of a team to deliver projects with high quality and meet deadlines.

Committed to maintaining production and quality procedures while being adaptable and taking on additional responsibilities as required.

Experience

Operations Processing Associate
NTTDATA Services / 12/2021 - Present

- • Demonstrated expertise in credentialing process within the medical billing field,
- ensuring accurate and efficient processing of operations in credits, refunds, and adjustments, Verification of Cob details.
- Utilized in-depth knowledge of medical billing practices to identify and rectify discrepancies, resulting in improved financial accuracy and customer satisfaction.
- Collaborated with the billing team to maintain production and quality procedures while exceeding performance targets.
- Proactively performed additional duties as assigned to support the overall success of the team and organization and manage and works as independent as good practitioners

Junior Process Associate
Nine star technologies And Antillo Consulting / 07/2020 - 02/2022

- Contract job on behalf of nine star technologies worked as an Associate in Sub-Registrar office Pollachi.
- Documentation and Scanning Process

Process Associate
Icons Technologies / 09/2019 - 06/2020

- Process Handling and assist associates
- Deploy resources for different priorities and inventory for Invoice process in AWS
- OCR recognition, Data entry, Verifying records regarding Client Queries

HC and insurance Senior Associate
NTTDATA Services / 12/2017 - 09/2018

- Patient Demand Research and appeal claims basis of request reasons.
- Check patients' eligibility for Medicare, Medicaid and COB details
- Processing claims and make decisions regarding Insurance process

Education

Bachelor of Science in Computer Technology

[Nallamuthu Goundar mahalingam college of arts and science]

[Pollachi]

[2014-2017]