

# Sugashini K

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## Work Experience

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### Senior Associate

CTS Technology - Bengaluru, Karnataka

December 2021 to Present

- Worked as accounts receivable caller cum analyst in CTS
- Handling AR follow up, denial management, appeal, obtain Authorization and Authorization verification process and eligibility verification taken action based upon on that
- Worked on behalf of provider's into physician billing.
- Worked in software like Epic, Kaero, ECW, All script, Zimvie, Citrix, etc.
- Worked in specialist Physical therapy, DME, radiology, dental billing etc.

### Senior Associate

OMEGA HEALTH CARE - Bengaluru, Karnataka

August 2020 to December 2021

- Worked as accounts receivable caller cum analyst in omega healthcare
- Handling AR follow up, denial management, appeal, obtain Authorization and Authorization verification process and eligibility verification taken action based upon on that
- Worked on behalf of provider's into physician billing.
- Worked in software like Epic, Kaero, ECW, All script, Zimvie, Citrix, etc.
- Worked in specialist Physical therapy, DME, radiology, dental billing etc.

### Accounts Receivable caller cum analyst

Sutherland global services - Chennai, Tamil Nadu

January 2019 to April 2020

- Worked as accounts receivable caller cum analyst in Sutherland global services
- Handling AR follow up, denial management, appeal, obtain Authorization and Authorization verification process and eligibility verification taken action based upon on that
- Worked on behalf of provider's into physician billing.
- Worked in software like Epic, Kaero, ECW, All script, Zimvie, Citrix, etc.
- Worked in specialist Physical therapy, DME, radiology, dental billing etc.

### Business Associate

Vertex customer Management service - Chennai, Tamil Nadu

December 2017 to December 2018

- Worked as business associate in vertex management.
- Handling semi voice process need to handle both email as well as call
- Resolve customer queries through email or call
- Troubleshooting, lead generate, complaint register, Lan and Wan, billing related issue, escalation mail etc.

**Process Associate**

HTC Global Service.INC - Chennai, Tamil Nadu

January 2017 to June 2017

- Worked as process Associate in HTC handling IHT US based project basically its Epub.
- Data conversation need to convert particular paper, content and books like article zoning as per client requirement.
- Working as quality analyst need to verify quality errors and should rework on it and send it to client as per the requirement.

**Education**

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**Bachelor of Engineering in Technology in Computer Science and Engineering**

Prist University - Chennai, Tamil Nadu

May 2016