NANDHINI K



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*I Have around 2 years of experience in Healthcare BPO Non Voice Process and Currently internship with Kong Head technology as Corporate sales Voice Process. Seeking opportunities for my professional skills and experience.*

# OBJECTIVE

To seek knowledge and skills in challenging and diversified environment.

# Achievements

## Received best Debut award for Quality and Process knowledge.

* ***2nd Quarter 2016, Received best Performer award for Quality, Production & Attendance.***

***Process Experience – AR Denails, Payment posting, Charge entry, Cold calling (International Voice).***

# Experience

**AGS Health experience October 2012 - April 2015**

## Designation: Quality Analyst

* Post Payments and Denails as per eob.
* Worked as internal Quality auditing
* Downloading missing Patient details and eob direct from client websites(Had Special login access from client)
* Found a bug from software and got appreciation from management.
* Doing Excel works, VLookup, Daily update in client path.
* Finding the errors and locking error with weightage direct to processors.
* Identify threads and analyse the process bringing towards improvement.

**Kong Head Technology experience. July 2023 - October 2023**

***Designation: Corporate Sales***

* Making Cold calls to US clients.
* Send E-mails and Messages (Chat Process).
* Reviews SEO report and sharing feedback with clients.

# Additional Qualification

* + **Six Sigma Basis**
  + **Type writing Higher English**

# Under Graduation

**Tiruvallur University**

**Course: Bachelor of computer application (BCA )**

# High School

**St. Marys Girls Matric Higher Sec School**

**Course: Accounts with Computer science**

**SKILLS & INTERESTS**

**Proficient in Microsoft office, Excel, Power point, Access and Adobe Photo-shop, Movie editing.**

**Total Years of Experience 2**

# Personal Information

**Date of birth:** 26.12.1994

**Sex:** Female

**Religion:** Hindu

**Nationality:** Indian

**Marital status:** Married

# DECLARATION

I hereby declare that the above information is correct to the best of my knowledge and belief.

**Regards,**

Nandhini K