





PORTIA J SYDNEY

ASSOCIATE/ANALYST

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I'm an Indian Based Process Associate & Advisor. Possessing a strong background in Management and Project Advisory. I'm transitioning into IT associates seeking to bring team collaboration to life and create unprecedented changes in unprecedented times. I'm most interested in management and team handling and particular whilst innovating numerous process strategies.

Experience

OCT 2020 – JAN 2022

Operational Associate / Eventenoo Events, Aligarh

Proposed detailed solutions to clients to find out their exact event requirements. Managed and coordinated suppliers and all event logistics. Managed all pre-event planning, organizing guest speakers and delegate packs. Coordinated suppliers, handle client queries, and troubleshoot on the day of the event to ensure that all runs smoothly and to budget.

DEC 2019 – SEP 2020

Process Advisor / Barclays, Noida

As a Process advisor in Remediation Customer Services, Payment protection Insurance, understanding the detail Retail Banking Products, verification of data, checking customer's account, payment to a customer, taking care of fund transfer to customer account, creating consolidated payment MI Reports. Creating consolidated payment reports & seasoned in coordinating and implementing business process improvement projects. Strong record in designing process architecture, establishing process measurement systems and educating process advisor.

MAY 2019 – OCT 2019

Process Associate / Capgemini, Noida

US Healthcare Medical Billing Claim Process (Health Insurance portability and accountability act).Handled hospital/medical claims, corrected claims, HMO corrected claims. Settlement of those claims which were processed incorrectly under adjudication i.e. incorrect member underpayment/overpayment. Validation of authorization and duplicate in every claim. Processed high dollar claims (claim releasing authorization for Medical-\$10,000).

Skills

- Problem Solving
- Customer Service
- Communication
- Data Entry
- HR
- Business Process

Education

MBA / Arunachal University of Studies

2019 – 2021 | CGPA: 6.64

BCA / Himalayan University

2014 – 2017 | CGPA: 7.38

HSC/Intermediate / Ingraham Institute Aligarh

2013 – 2014 | CGPA: 6.32