

# Deven Goyal

## AR Analyst & Freelance Linguist

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With 2+ years of experience in AR and Medical Billing, I have consistently achieved project deadlines and resolved delayed claims, resulting in a 20% increase in revenue for Knack Global. In just 2 years at Krishna Translations, I negotiated 20+ third-party contracts and managed 50+ vendors, ensuring successful project delivery in a timely manner.

## EXPERIENCE

### AR Associate

Sep 2022 - Present

Knack Global, Chandigarh

- Streamlined billing process by reviewing patient records, identifying medical codes, and creating invoices, resulting in a 25% reduction in billing errors.
- Collaborated with insurance providers to successfully resolve and resubmit denied claims, resulting in a 40% increase in claim acceptance rate and a \$100k revenue recovery.
- Reduced accounts receivable backlog by 50% through efficient follow-up and collection efforts, resulting in improved cash flow.
- Maintained strict adherence to HIPAA privacy and security policies, ensuring the protection of sensitive Protected Health Information (PHI).
- Ensured compliance with Medicare, Medicaid, and HMO guidelines, leading to accurate and efficient billing with up-to-date HCPCS, ICD-10, & CPT codes.

### Linguist

Aug 2020 - Aug 2022

Krishna Translations, Chandigarh

- Coordinated with linguists and clients to meet project deadlines, resulting in a 100% satisfaction rate and repeat business opportunities.
- Leveraged fluency in 3 languages to translate over 100 documents, improving communication and streamlining international partnerships.
- Boosted project productivity by working with 20+ linguists and 10+ clients, ensuring timely delivery and increased client retention.
- Supported global health initiatives by providing accurate and timely translations for international clients like Horizon Healthcare and Pfizer.
- Successfully negotiated and managed third-party contracts, resulting in a 20% cost savings for project deliverables.

## EDUCATION

### Master's Degree - Translation Studies

Jul 2020 - Aug 2021

Panjab University, Chandigarh

Post Graduation Diploma in Translation Studies.

### Bachelor of Commerce (B.Com.) - Business and Commerce

Jul 2017 - Aug 2020

DAV College, Panjab University, Chandigarh

## TECHNICAL SKILLS

- Claims Resolution,
- Desktop Publishing,
- HICFA,
- Denials Management,
- DME Billing,
- HIPAA,

## SOFT SKILLS

- Communication Skills,
- Detail Oriented,
- self-driven,
- Critical Thinking,
- Problem Solving,
- Time management

## LANGUAGES

English

Hindi

Punjabi