

# Saurav Ojha

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## PROFESSIONAL EXPERIENCE

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### R1 RCM

Noida, IN

#### Analyst

Dec 2021 - Aug 2023

- Conducted comprehensive data analysis to identify payment delay trends, discrepancies, and root causes, implementing corrective measures resulting in a substantial 15% reduction in payment delays
- Performed in-depth research on outstanding claims and implemented new processes resulting in a significant increase in the reimbursement rate
- Collaborated effectively with internal and external stakeholders (payers, providers, cross-functional teams) to facilitate process enhancements
- Delivered effective training and mentorship to 10+ new hires on R1's revenue cycle management tools, resulted in enhanced productivity and knowledge retention

### TECH MAHINDRA

Noida, IN

#### Associate

Aug 2020 - Oct 2021

- Managed and tracked 100+ customer orders, directing the entire process from placement to delivery, ensuring 98% on-time delivery rate for precise and punctual order fulfillments
- Proficiently resolved and escalated 20+ issues involving order discrepancies, payments, and deliveries by collaborating with cross-functional teams
- Optimized company-wide policies and procedures with a strict adherence to quality standards, resulting in a notable 15% reduction in errors and enhanced operational efficiency
- Demonstrated exceptional problem-solving skills and an unwavering commitment to delivering quality service while addressing customer concerns

### IENERGIZER

Noida, IN

#### Executive Customer Service

Sep 2019 - Apr 2020

- Provided exemplary customer support by diagnosing issues and offering solutions to Hyundai clients
- Facilitated Roadside Assistance (RSA) by effectively connecting clients with appropriate response team
- Rigorously adhered to service protocols and guidelines while consistently ensuring customer satisfaction
- Maintained meticulous records of client interactions, ensuring prompt follow-up on service requests and issue resolutions

## EDUCATION

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### Indira Gandhi National Open University

Bachelor of Commerce, Major in Accounting

Ghaziabad, IN

July 2019 - Mar 2023

### Bhagirath Public School

Senior Secondary, Commerce

Ghaziabad, IN

Apr 2018 - Mar 2019

## SKILLS

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**Soft skills:** Creativity, Communication, Analytical thinking, Problem-solving, Teamwork, Collaboration, Leadership, adaptability

**Hard skills:** Data analysis, Microsoft Excel, Financial analysis, Data visualization, Data modeling, Power BI, Business analysis, Revenue cycle management, Accounting, Digital marketing, Graphic designing

## ADDITIONAL INFORMATION

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**Languages:** Proficient in English and Hindi language (written and oral communication), Beginner in German language

**Courses:** The Complete Microsoft Excel Pivot Table and Pivot Charts, Fundamentals of Python Programming

**Certification:** Fundamentals of Digital Marketing (Google), KMPG Tax Virtual Internship Experience, Accenture Data analytics and Visualization