

Nirmal Raj

CONTACT

Phone: 8778448728
Email: nirmal163308@gmail.com

PROFESSIONAL
EXPERIENCE

Customer Service Representative | 2022–2023

HCL Technologies

- Managed end-to-end medical billing processes for US clients, ensuring accurate claims submission and timely resolution of queries.
- Provided exceptional customer service by addressing client concerns, verifying patient insurance details, and streamlining billing discrepancies.
- Collaborated with cross-functional teams to maintain compliance with HIPAA regulations and improve billing accuracy.

Publication Coordinator – Academic Articles | 2023–2024

Technoarete Research And Development Association

- Assisted Ph.D. students in preparing and publishing academic articles, ensuring adherence to journal guidelines and standards.
- Coordinated with editorial teams to manage article submissions, reviews, and revisions, facilitating a smooth publication process.
- Maintained effective communication with clients to address queries and provide guidance on improving article quality and presentation.

EDUCATION

AVC College – Mayiladuthurai

B.sc Mathematics – 2016–2019

Percentage – 61%

M.sc Mathematics – 2019–2021

Percentage – 70%

CERTIFICATES

Customer Service Representative

HCL Technologies

PowerBI

GUVI Institution

Publication Coordinator

Technoarete Research and
Development Association