

POOJA AROHI

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Bussiness Domains

- Healthcare Revenue Cycle
- Healthcare Insurance
- eCommerce
- Retail Banking

Skills

- MS Excel
- SQL
- Python
- Tableau
- Power BI
- Git/Github
- Agile Methodology
- Kanban Boards

Education

Nashville Software School, Nashville TN
Data Analytics Bootcamp
Expected Graduation – January 2022

Delhi University, New Delhi
Bachelor of Finance
2003 – 2006

About Me

I am a motivated problem-solver capable of prioritizing and managing complex projects with proficiency. My primary professional focus is to utilize my leadership and technical strengths to improve business processes. I enjoy problem-solving, gathering, organizing, and analyzing information, working in groups, and contributing to project strategies. I am a team player who is open-minded and eager to learn.

Experience

Data Analyst Apprenticeship

Nashville Software School. 09/2021 – Present

Four-month, intensive introduction to data analytics and business intelligence processes and tools. Learning includes communicating findings through presentations, storytelling, building reports/ creating dashboards. Tools Learned: Excel, Python, SQL, Tableau, and PowerBI

Projects:

- **City Cemetery Burials (Excel):** Identify intriguing statistics for the cemetery's marketing materials, I cleaned and investigated a dataset on burials at the Nashville City Cemetery from 1846 to 1979. Visualized death ages by race, the number of graves by year, the most common reasons of death, and more.
- **App Trader (SQL, Excel):** Data from the Apple App Store and Google Play Store was cleaned, investigated, and evaluated. Data-driven investment recommendations were visualized and given for the top 10 most profitable apps in both app stores, as well as which genres, pricing ranges, and content ratings of apps are the most profitable.
- **Lahman Baseball Project (SQL):** In this project I performed an exploratory data analysis of the Lahman baseball database—an open source collection of baseball statistics. Techniques used: queries, joining tables, common table expressions, window functions

Sr. Claims Appeals Coordinator

EviCore (Cigna). 11/2018 – 01/2021

- Responsible for the accurate review and processing of claim appeals/grievances, coordination of benefits and eligibility in accordance with company policies and contract guidelines.
- Apply proper claim concepts, rules and practices, ensuring accuracy and timeliness of claims payment through demonstrated knowledge of medical terminology, health insurance plans and medical billing concepts.

Claims Representative Associate

United Health Care. 10/2016 – 12/2017

- Review and research assigned claims by navigating multiple computer systems and platforms and accurately capturing the data/information necessary for processing (e.g. verify pricing, prior authorizations, applicable benefits)
- Ensure that the proper benefits are applied to each claim by using the appropriate processes and procedures (e.g. claims processing policies and procedures, grievance procedures, state mandates, CMS/Medicare guidelines, benefit plan documents/ certificates)

Customer Service coordinator/Business Development

Kishmish Group 09/2011 – 02/2014

- Merchandise Planning and Allocation.
- Inventory Management
- SKU Management: Updating new product listings and promotions/mark down on website thru Magento.
- Scheduling Sales Event for Azuri Scarves and Accessories.
- Preparing Catalogue and offer sheets for re-seller websites (Zullily, Ideeli, Tanga, Nomoreack, Modnique etc.)

Account Manager

LiveSalesman 08/2008 - 08/2011

- Business Development: Generate Leads thru SEO, Google Ad words and Trade Shows (Internet Retailer, Ad tech. etc.) and acquire new customers.
- Account Management: Act as a point of contact for all the clients and to make sure that the operations is as per client's expectations and team is meeting the KPI.
- Project Implementation and Resource Allocation: Setting up acquired business at our centers in India, Philippines and China.

Relationship Manager- Business Banking

Yes Bank Ltd 09/2007 – 03/2008

- Business Banking Corporate presentations, Client acquisition and relationship management.
- Concentration on the focused market segment such as IT firms and Export business.
- Maintain ongoing contact with operations in order to ensure smooth delivery of transactions.
- Implement marketing plans.

Relationship Manager- Business Banking

Citibank 07/2006 – 08/2007

- Acquisition of CITIGOLD (HNI) customers and Citi business (commercial banking) accounts.
- Meet Directly with clients to review documents and discuss financial planning options.
- Continuously network and build individual client base. Promptly resolve customer service issues and answer financial questions.
- Organizing acquisition events and procuring database. Cross-sell of products to existing customers- Insurance, Certificate of Deposits and mutual funds.