

Kiran Jadhav

OBJECTIVE

Highly motivated employee with desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

Shri Om Ganesh Nagar, Rahi Vashi Seva Sangh, Subhsh Nagar, Mahakli Caves Road, Andheri (E), Mumbai 400093.

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Jadhavkiran0107@gmail.com

EXPERIENCE

Gebbs Healthcare Solution, Mumbai, MH

Sr. Ar Associate

NOV 2023–JUN 2024

1. Performed data entry for patient information into the medical billing system.
2. Verified insurance coverage eligibility with insurance companies.
3. Submitted appeals using provider portals and phone communication.
4. Resolved issues related to denied or underpaid claims in a timely manner
5. Studying and analyzing denied claims as well as partial payments. Also, if any claim is found to have an error, the AR team corrects it and resubmits the claim.
6. Assisted candidates with application processes by answering Questions about applications, performing background checks, and handling documentation

Athena BPO, Mumbai, MH

Customer Service Executive

JAN 2021–MAR 2022

1. Handling customer queries and complaints
2. Raised Service Request for customer issues
3. Explain them all the benefits of POS machine
4. Guide them how to use the machine

Core work over here:

5. Interacting with the team lead For new offer
6. Explain customer's ICICI bank POS machine and benefits
7. Explain to the customer how to use the POS machine
8. If customer faces issue, we will raise a service request
9. Raised Service Request a relationship manager in the customer's nearest branch.

SKILLS

- Data Entry
- Microsoft Office
- Email Management
- Microsoft Excel
- Time management
- Problem solving
- Teamwork

AWARDS

- ❖ Obtained twice (Gebbs Achiever and High Flyer Batch) and prize for outstanding Teamwork and performance.

LANGUAGES

- Hindi,
- English
- Marathi

HOBBIES

- Watching Movies
- Chess
- Traveling
- Sports

NATIONALITY

- Indian

Education:

Tolani College of Commerce, Andheri (E),

BBI- (Bachelor of Banking and Insurance)

JUN 2019 - MAR 2022

GPA: 7.54 CGPI

Holy Family High School , Andheri (E),

SSC

MAR 2017

The SSC result was 69.40%.

PROJECTS

Project on study of HR And Operational challenges in Bancassurance

The study analyses the awareness of the customer and the viewpoints of the customer about insurance as well as bancassurance

DECLARATION

"I certify that the information provided in this resume is true and accurate to the best of my knowledge."