

## **RESUME**

**SHYAMKUMAR PADMANABHAN**  
15 AMI PARK  
NEAR VIBUSHA BUNGALOWS  
GHUMA, AHMEDABAD  
GUJARAT 380058

Contact No. : - 8849283151/9979975901

Email: padmanabhanshyamkumar@gmail.com/shyshyam2000@gmail.com

### **CAREER OBJECTIVE:**

- Organized team worker with more than 22 years' experience in healthcare (documentation) department.
- Active learner and effective communicator.
- Practiced good judgment and discretion while working closely with managers, firm's internal departments.
- Ability to convince while maintaining professionalism.
- Multi-task effectively.
- Prioritize independently and meet tight deadlines at all costs.
- Equally efficient off and on site.
- Proficiency in computers – Proficient in PowerPoint, Excel and Word.

### **EDUCATIONAL QUALIFICATION:**

Bachelor of Science (Chemistry) from Bhavans R.A. College of Science, Gujarat University, Ahmedabad in 1998.

### **JOB EXPERIENCE:**

#### **March 2000 to February 2001:**

Started my career as a medical language specialist trainee in Avinash Information Technologies Private Limited.

#### **Initiative:**

- Transcribing medical reports in accordance with the productivity and quality standard set by the organization.

#### **March 2001 to May 2006:**

Worked in Eastern Scribes Pvt. Ltd. as quality analyst (healthcare documentation), proofreading and editing. Have hands-on experience in various types of medical specialty reports both at the transcription level and uploadable level, which include proofreading, editing and blank busting.

#### **Job Responsibilities:**

- Checking medical reports, which include proofreading and editing of the reports.
- Checking the templates for completeness and correctness.
- Checking client specifics if any.
- Correspondence with the client through chat or phone as and when required.
- Final correction of the reports including blank busting.



#### June 2006 to July 2006

I was part of Lambda Therapeutic Research Centre, working in the Quality Control/Documentation Section of the Bio-Analytical Department. I was given responsibility of report writing for various bio-analytical methods and projects.

#### Job Profile:

- Checking of the raw data to generate accurate bio-analytical report for drugs and metabolites, if any.
- Preparation of Bio-Analytical Report.
- Checking of all the report tables of CC, QC, REPEATS, REINJECTIONS, FAILED BATCHES of the Analytical Reports generated in the department.
- Checking of protocol with respect to compliance.
- Responding to Q.A. Communications.
- Suggesting modifications in the current process to improve quality and minimize errors.

#### August 2006 to December 2011

Took the initiative of Production Manager for GMD Private Limited (a company specializing in UK Documentation including Billing and Coding).

#### Job Tasks:

- Interview and test applicants for the positions available in the department, and the ability to evaluate their potential as employees.
- Responsible for training new employees, ensuring that they are able to appropriately adjust to their new work environment, operate equipment and know the requirements of the tasks that they are assigned to work on.
- Responsible for work done by new employees until appropriate competency is achieved.
- Responsible for noting transcription inadequacies that can be improved, and for making the appropriate recommendations and arrangements, always bearing in mind a sincere regard for the employee and the medical staff.
- Responsible for quality control and its implementation throughout all transcription areas.
- Responsible for regular evaluations of all transcription employees according to department standards and procedures.
- Monitor closely and regularly the production standards in the department.
- Oversee a transcription training program in conjunction with maintaining quality standards.
- Communicate with the management, keeping them informed of work flow, office problems, and evaluating office needs (particularly personnel) related to the above duties which may fluctuate with work volume and future expansion plans.
- Communicate daily plans with the lead transcriptionist and keeps him/her informed of daily goals and problems, schedule changes, equipment problems, etc., so quality and production standards are met appropriately.
- Communicate with the personnel department concerning all requirements related to present and future personnel and their working needs, office environment, or the need for additional positions.
- Provide statistics on the volume of dictation and transcription and equipment utilization.
- Provide statistics on quality and production.

- Schedule employees effectively, keeping in mind the amount of work, equipment availability, and the employees' level of experience and their preferences. Accepts employee requests for vacation or other time off and approves or denies.
- Ensure that employee work assignments and availability achieve work completion according to the turnaround time agreed upon with the medical staff.
- Create and post the work schedule, recording each employee's hours and assigned workstation.
- Make work assignments for each day, taking employee's experience, production, incentive schedules, and possibly their preferences in mind.
- Make sure that work received that day will be completed within agreed-upon time frames.
- Throughout the day, notes any unusual items, such as employees calling in sick, or drop in dictation volume, and adjusts schedule as needed.
- Review the schedule daily to make any necessary changes.

#### January 2012 to April 2013

Worked in the capacity of Sales Coordinator/Executive Sales for Inductotherm India Pvt. Ltd.

#### Job Roles:

- Work with the Marketing Director to develop new business, prepare proposals and quotations for supply and negotiate and win contract.
- Respond efficiently to enquiries and respond with appropriate information about products and services.
- Contact potential clients to understand and quantify their requirements and budgets, and sell the advantages of our products.
- Prepare proposals and quotations for provision of services for potential clients, in liaison with the Operations Manager.
- Maintain up-to-date information on all customer interactions in the CRM database
- Meet Prospective Clients at their site or in-house for an effective business deal, negotiating, and finalizing purchase orders.
- Support the Marketing Director in negotiating contracts.
- Participate in marketing efforts at trade shows and conferences.

#### May 2013 till June 2017

Worked as a freelancer (healthcare documentation-medical transcription).

#### Job Description:

- Checking medical reports, which include proofreading and editing of the reports.
- Checking the templates for completeness and correctness.
- Checking client specifics if any.
- Final correction of the reports including cracking of the blanks if present.

#### Medical Billing (Psychiatry) (Virtual Assistance):

Worked on a Medical Billing Platform for a single practitioner practicing in Psychiatry for Eight Months. The job duties involved:

- Prepare and submit insurance claims to various insurance companies either electronically or by paper.
- Assign medical codes (Psychiatry).
- Operate databases and medical billing software.
- Receive and complete medical forms.

- Perform charge entry and posting.
- Answer inquiries from the doctor concerned, patients, and insurance companies involved.
- Collect medical information such as diagnosis, prognosis, and dates of treatment from patient records.
- Verifying patient's insurance coverage (eligibility verification).
- Handling collections on unpaid accounts.
- Reviewing and following up for unpaid and denied claims.
- Handling daily transcription needs for different clinics.

#### June 2017 to January 2019

I was working as Medical Scribe in Contech BPO Pvt. Ltd. I have been a doctor approved scribe and have been catering to two Internal Medicine doctors based in Cleveland. My job roles include:

- Accurately and thoroughly document clinic visits.
- Handling and navigating EHR.
- Maintaining a good rapport with physicians and supporting the physicians by all means for preparing high-quality charts.
- Assisting the physicians in patient chart documentation thereby allowing the physicians to provide quality care to their patients

#### February 2019 till December 2020

I worked as Medical Scribe/Clinical Assistant for Aquity Solutions (formerly Mmodal). I am presently catering to Internal Medicine doctors based in Indianapolis. My job roles include:

- Accurately and thoroughly document clinic visits.
- Handling and navigating EHR.
- Maintaining a good rapport with physicians and supporting the physicians by all means for preparing high-quality charts.
- Assisting the physicians in patient chart documentation thereby allowing the physicians to provide quality care to their patients

#### January 2021 till April 2021

I worked as Sr. Medical Scribe/Clinical Assistant for ScribeEmr. I am presently catering to Internal Medicine/Rheumatology/Dermatology/Orthopedics doctors based in Arkansas. My job roles include:

- Accurately and thoroughly document clinic visits.
- Handling and navigating EHR.
- Maintaining a good rapport with physicians and supporting the physicians by all means for preparing high-quality charts.
- Assisting the physicians in patient chart documentation thereby allowing the physicians to provide quality care to their patients

#### May 2021 to December 2021

Last worked as a consultant for start-up scribing companies particularly onboarding and implementing new providers to scribing workflow along with training scribe trainees.

#### January 2022 to Present

Currently working as an on-boarding/implementation specialist plus VMS (Medical Scribing Process) at NPB Consultants.

**EHR/EMR EXPOSURE: EPIC, CERNER, PRACTICE FUSION, MEDSTREAM, ECW, ATHENA, NEXTGEN, Dr. KRONO, GREENWAY INTERGY**

**SPECIALTIES WORKED ON: INTERNAL/FAMILY MEDICINE, ENT, RHEUMATOLOGY, PODIATRY, PAIN AND ADDICTION MEDICINE, UROLOGY, VASCULAR SURGERY, PULMONOLOGY, CARDIOLOGY, ONCOLOGY**

#### **INTERPERSONAL SKILLS**

- Good communication, customer service and writing skills.
- Able to communicate complex technical issues, with good presentation skills.
- Excellent organization, communication and problem-solving skills.
- Self-motivated and adaptable to be able to work with minimal supervision.
- Good interpersonal skills.
- A team player, flexible, and easily adapt to new concepts and responsibilities.
- Quick learner, willing to maintain up to date job knowledge & skills.
- Computer skills in word, excel and power-point.
- Good typing skills.

#### **PERSONAL DETAILS:**

**Date of Birth: 15<sup>th</sup> January 1978.**

**Languages Known: English, Hindi, Gujarati, Malayalam, and Tamil.**

**Shyamkumar Padmanabhan**