SEEMA PATEL

04/F/C3/ SHIVALAY SOCIETY OPP ISHWAR AMI KRUPA FLAT NR VEJALPURGAM VEJALPUR AHMEDABAD 380051

Mobile No 9879170051

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**CAREER OBJECTIVE**

To be considered for a suitable challenging position in a multi-functional organization that will utilize & build upon my personality and professional knowledge.

**WORK EXPERIENCE**

COMPANY NAME: **RELIANCE COMMUNICATION PVT LTD (DAKC MUMBAI BRANCH)**

DEPARTMENT NAME:– OPERATION DEPARTMENT BACK OFFICE

DESIGNATION: CUTOMER INTERACTIVE EXECUTIVE

**JOB ROLE**

* Verification of customer history and check out all relevant information in system for providing and reconnecting the service
* Verify or check statement of account payment details restriction and restoration credit limit billed and overdue of account of any debtor’s age, unbilled amount total exposure amount with the help of proper system.
* Resolving all types of mail issues related the process which is received from higher Authorities managers and from team leaders same as check with system and get back to reward them after resolving the issue.
* Scanning the all relevant document’s in the system
* Resolving the issues of the individual as well as corporate customer escalated through mails from higher authorities
* Upload the bulk data in the system to reconnect the service
* Keeping record of all document
* Preparing the MIS report on daily basis
* Audit the data and prepare book keeping file.

**PERIOD FROM – 22nd July 2010 to 7th Jan 2012**

COMPANY NAME: **INVENTURUS KNOWLEDGE SOLUTIONS (IKS HEALTH)-** MUMBAI BANCH

DEPARTMENT NAME: OPERATION DEPARTMENT – [PTA-PP (Payment posting)] – US HEALTH CARE PROCESS (RCM)

DESIGNATION: OPERATIONS - SENIOR BACKOFFICE ASSOCIATE

**KEY RESPONSIBILITY:**

* Responsible for payment posting of insurance companies in USA on behalf of doctors/physicians and follow up on outstanding account receivable.
* Strong convincing power to dispute claims that are pending with payers.
* Sound domain knowledge on revenue cycle management (RCM) for US healthcare processes.
* Posting the payments in to Client’s account which is received from insurance company with the help of NEXT-GEN System.
* Responsible for internal audit on monthly basis.
* Responsible for transformation audit on daily and weekly basis.
* Adherence to HIPPA guidelines and policies recommendation for the process.
* Preparing the MIS Report on daily basis for the same.
* Adherence to company policies, rules, regulations.
* Working on different special projects as per requirement.
* Identifying overpayment as per case rate/contract rate and initiate for refund posting of denial posting.
* Auditing & manual posting of Electronic Remittance Advice.
* Balance control of insurance payment posting.
* Manual posting of EOB’s after reading and understanding carefully.

**PERIOD FROM: - 23rd Jan’2012 to 14thJuly 2015.**

COMPANY NAME: - VODAFONE INDIA SERVICE PVT LTD ( VISPL)

DEPARTMENT NAME: - M-PESA CUSTOMER SERVICE BACK OFFICE – OPERATIONS)

DESIGNATION:- JUNIOR EXECUTIVE

KEY RESPONSIBILITY:

* Responsible for Vodafone M-Pesa Finance related activities.
* Achieve transactional accuracy and Targets .
* Responsible for respond and close clients Escalation .
* Creating and Uploading Bulk data in the system as per requirement
* Preparing weekly and daily MIS for M-pesa related activities.
* Preparing monthly MIS Report on for the same.
* Working on different special projects as per requirement.
* Adherence to company policies, rules, regulations.

**PERIOD FROM: - 31ST AUG 2015 31st march 2018.**

COMPANY NAME: - VODAFONE INDIA VENTURES LIMITED ( VIVL)

DEPARTMENT NAME: - M-PESA CUSTOMER SERVICE BACK OFFICE – OPERATIONS)

DESIGNATION:- MPESA CS - SPECIALIST

KEY RESPONSIBILITY:

* Responsible for Vodafone M-Pesa Finance related activities.
* Achieve transactional accuracy and Targets .
* Responsible for respond and close clients Escalation.
* Creating and Uploading Bulk data in the system as per requirement
* Preparing weekly and daily MIS for M-pesa related activities.
* Preparing monthly MIS Report on for the same.
* Working on different special projects as per requirement.

**PERIOD FROM: - 1ST April 2018 TO Till date**

**QUALIFICATION**

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| --- | --- | --- | --- |
| **COURSE** | **BOARD/UNIVERSITY** | **YEAR OF COMPLITION** | **PERCENTAGE (%)** |
| **MBA in HRM** (Human resource management) | (SMU) Sikkim Manipal University- Distance education | JULY-2016 | 59.28% |
| **M.COM**- Master of commerce (Post graduation Specialization in **Business management**) | MUMBAI UNIVERSITY | MAY-2012 | 46.62% |
| **B.COM** | MUMBAI UNIVERSITY | MARCH -2009 | 54.42% |
| **MS-CIT** | Maharashtra state board of technical education- MUMBAI | JULY-2006 | 76% |
| **H.S.C** | Maharashtra state board of secondary and higher secondary education – PUNE | FEB-2006 | 73.60% |
| **S.S.C** | Maharashtra state board of secondary and higher secondary education – PUNE | MARCH-2004 | 72.83% |

**PERSONAL DETAILS**

* DATE OF BIRTH – 13TH JAN 1989
* GENDER – FEMALE
* MERITAL STATS – MARRIED

**COMPUTER KNOWLWDGE**

* Good knowledge of MS EXCEL, MS WORD, POWERPOINT, OUTLOOK ETC..

**SOFT SKILLS**

* Productive working relationship, confident, Result oriented & Hardworking.