

SAURAV KUMAR
SENIOR ANALYST

MALE | 26 YEARS | ENGLISH & HINDI
Saurav150966@gmail.com | 8383037688

ACADEMIC QUALIFICATIONS

| Degree | Stream | University/Board | Institute | Year | Percentage |
|--------|----------|--------------------|---------------------------------|------|------------|
| B.Com | Commerce | B.N.M.U, Madhepura | D.S College, Katihar, Bihar | 2019 | 70 |
| 12th | Commerce | B.S.E.B ,Patna | D.S College, Katihar, Bihar | 2015 | 68.6 |
| 10th | Science | B.S.E.B ,Patna | H.N High School, Katihar, Bihar | 2013 | 67.6 |

WORK EXPERIENCE

- **LIFEWORKS (TELUS INTERNATIONAL), GURUGRAM** Dec'22-Apr'24
SENIOR ANALYST (AR CALLER)
 - US DB processor with a track record of successfully handling end-to-end claims operations for clients.
 - Highly skilled in excel, accounting, reconciliation, and denials.
 - Demonstrated expertise in managing payment systems, ensuring accuracy, efficiency, and compliance with regulatory guidelines.
 - Analyzing alerts generated by the monitoring system in order to identify potentially suspicious activity.
 - Escalating any red flags and potential risks to the relevant escalation teams.
 - Handling sensitive or confidential information.
- **R1 RCM GLOBAL PVT. LTD., GURUGRAM** Dec'21 – Sep'22
ANALYST (AR CALLER)
 - The accounts receivable follow-up team in a healthcare organization is responsible for looking after denied claims and reopening them to receive maximum reimbursement from the insurance companies.
 - Leading provider of technology-driven solutions that transform the patient experience and financial performance of healthcare providers.
 - Utilizing medical billing software, that healthcare facilities use to track patient care episodes from registration and appointment scheduling to the final payment of a balance.
 - Identified data anomalies and assisted with root cause analysis to minimize errors.
 - Independently managed multiple simultaneous requests inclusive of customer data maintenance in a high-pressure work environment.
- **VIVO CONTACT CENTER PVT. LTD., NOIDA** Aug'19 – May'21
CUSTOMER CARE EXECUTIVE
 - Handling and resolving customer queries over call and chat process.
 - Working with multiple departments to solve customer issues.
 - Providing timely and effective support.
 - Taking on challenging problems.

SKILLS

- Microsoft office
- Problem solving skill
- Time management
- Reconciliation
- Manual Calculation
- Accounting
- OTC (Order to cash)

LANGUAGE SKILLS

- Considerable interpersonal communication skills in English as well as in native language.