

# Arun Kumar R |Alvin

Team Lead

**Address** Chennai , India 600042

**Phone** 9384955105

**E-mail** arunkumar302122@gmail.com



Organized Team Leader builds positive rapport, inspire trust and guide teams toward achievement of organizational goals. Strong facilitator adept at working cross-departmentally with co-management and top-level leadership. Excellent trainer and mentor. Multi-tasking Team Leader well-known for executing successful, new initiatives. Creates dynamic and positive workplace culture to align with organizational mission and values. Trains new hires and mentors struggling workers to achieve overall team success. Team Leader experienced in directing activities of workgroups. Develops strategies, provides training, sets goals and obtains team feedback. Excellent interpersonal and communication skills. Big picture focus with excellence in communicating goals and vision to succeed. Problem solver, networker and consensus builder. Client Manager dedicated to assisting account executives and account teams by performing administrative and client support duties associated with maintaining client accounts. Focused on ensuring excellent service standards and maintaining high customer satisfaction. Experience providing product and services information, and resolving any emerging problems clients might face with accuracy and efficiency. Respectful and clear communicator focused on enhancing teamwork and collaboratively addressing challenges with logical approaches. Skilled in building relationships and enhancing employee satisfaction to drive work performance.

## Skills

---

AR Calling

Denial Management

Authorization's

Knowledgeable in [RCM & Dental Verifications & Authorizations]

Dental Verifications

Project Management

Insurance verifying

## Work History

---

2023-12 - 2024-05

### Team Lead ( Athena Process )

*Global Healthcare Billing Partners Pvt LTD, Velacherry*

- Managed risks and mitigated potential issues through proactive planning, monitoring, and timely decision making.
- Influenced positive change within the organization through strategic thinking, innovation, problem-solving abilities, and consistent leadership style.
- Collaborated with other department leads to streamline workflows, improve interdepartmental coordination, and achieve business goals collectively.

- Explored new tools and technologies that enhanced the capabilities of the team members while enabling seamless collaboration across departments.
- Participated in quality assurance initiatives aimed at improving overall accuracy rates within the medical billing department.
- Maintained strict adherence to HIPAA privacy guidelines, protecting sensitive patient information at all times during the billing process.

2021-08 - 2023-11

## Group Coordinator ( Team Lead for MOS (USA) )

*Newway Healthcare Services PVT LTD, Chennai, India*

- Maintained high volume of calls and met demands of busy and productive group.
- Liaised between patients, insurance companies, and billing office.
- Supported accounts receivable operations within assigned functions.
- Resolved billing inquiries and disputes in timely fashion.
- Verified insurance eligibility and coverage for patients.
- Accomplished multiple tasks within established timeframes.
- Onboarded new employees with training and new hire documentation.
- Identified plans and resources required to meet project goals and objectives.
- Provided detailed technical and operational direction in project challenges, consistently meeting deliverables according to deadlines.
- Collaborated with cross-functional teams to maintain project progress.
- Monitored team performance to identify productivity improvement opportunities.
- Supported staff with developing professional skills and abilities, uplifting team performance.

2019-08 - 2020-07

## AR Caller

*Omega Healthcare, Chennai, India*

- Analyzed aging reports to identify trends and patterns causing missed collections.
- Identified, recommended and executed opportunities to enhance accounts receivable and billing processes to meet finance requirements.
- Maintained strict adherence to HIPAA regulations, ensuring patient privacy and data security during all communication efforts.
- Participated in regular performance evaluations, implementing feedback for continuous improvement in AR calling techniques and performance metrics achievement
- Streamlined documentation processes, enabling faster submission of accurate insurance claims

## Education

---

2012-01 - 2013-07

**SSLC: 84.2%**

*Shree Niketan Matric Hr Sec School - Thriuvallur*

2014-01 - 2015-07

**HSC: 91.6%**

*Shree Niketan Matric Hr Sec School. - Thiruvallur*

2015-04 - 2018-08

**Bachelor of Computer Applications: BCA**

*Dwaraka Doss Goverdhan Doss Vaishnav College. - Chennai*

2018-12 - 20212

**Certified Ethical Hacking: CEH**

Software

---

Open Dental	
Dentrix	
Advance MD	
Total Digital Office	
Dentrix Asscend	
Athena PM	
Tebra	