



Amit Tiwari

Room No.166 Mahatma jyotiba phule nagar,Nr.Baptist church,
Ambernath west-421502
8999367623 | at8999367@gmail.com

Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

Experience

- **Access Health care** 03/01/2022 -
Client specialist - Quality
 - Handling a team of over 25+ folks with their quality, training , Operation SLA'S & client metrics.
 - Plan Coordinate and implement the quality management and improvement programs.
 - Monitor quality assurance and compliance function.
 - Perform internal audits for multiple projects.
 - Identifying problematic data quality issues or ineffective practices.
 - Attends client calls along with operations to get updates on process and apply the same.
 - Establish and maintain timelines for audit reports/ PKT reports.
 - Conduct team huddles and provide feedback to the users whenever required.
 - Publish Daily, weekly & monthly report along with the quality scores.
 - Preparing weekly/monthly quality performance report.
 - Perform root cause analysis by doing 5 why analysis.
 - Conduct the process knowledge test (PKT) on monthly basis.
 - Conduct training for users whenever required.
 - Worked towards the client SLA's and achieved the same with zero escalation.
- **Gebbs Health care solutions** 18/02/2019 - 02/09/2021
Sr.Account Receivable/SME
 - Working on client specialty projects for High dollar claims.
 - Resolving the claims and following up with Ins for end to end status.
 - Handled new batches and given training to new Associates.
 - Allocate the inventory to the team and work towards to achieve the numbers with zero escalation.
 - Preparing Daily, weekly, monthly production report and publishing the same.
- **IKS** 06/08/2018 - 02/11/2019
Revenue cycle Representative
 - Worked as Revenue Cycle Representative to resolve claims
 - Worked for Multi speciality projects.
- **WIPRO BPS** 03/15/2015 - 01/04/2018
Sr.Accosiate
 - Worked For United healthcare insurance company.
 - Handling provider calls, Escalation calls and resolving the patient account by providing eligibility and claims information.
 - Worked for many client projects.
 - Floor walked for many OJT batches.
 - Worked as a team and gave contribution to achieve team performance.
 - Worked as an acting Team lead in absence of my team leader and strive to achieve the goals of the team.
- **First source solutions** 11/25/2013 - 03/05/2015
Sr.Associate
 - Worked for Axis Bank credit card process.
 - Handling Customer query and resolving their issues by guiding them in a Best way.
 - Highly Focused on FCR.
 - Worked for different projects with managers and Team leads.
 - Floor walked for OJT people.

Education

- **Mumbai University** 2013
BMS
57.71%
- **S.I.C.E.S COLLEGE** 2010
HSC
53%
- **S.I.C.E.S English high school** 2008
SSC
58%

Skills

- TYPING 35 W.P.M (ENGLISH) Proficient with MS Office (Excel, Word and PowerPoint) Tally ERP 9.0 Bank Edge course in Banking.

Personal Details

- Date of Birth : 01/02/1993
- Marital Status : Single
- Nationality : Indian
- Religion : Hindu
- Gender : Male
- Place : Ambernath



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