

Shiva Konkathi

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Professional Summary:

Dynamic professional with 4 years of diverse experience in Team Management, Client Servicing, and Project Management. Expertise includes delivering exceptional customer service, ensuring regulatory compliance in medical billing, and increasing client portfolios. Skilled in leading teams to achieve business objectives. Seeking opportunities in Customer Onboarding within IT Services & Consulting to leverage expertise in contact center operations and transaction processing.

Work Experience:

➤ ***Gebbs Healthcare Solutions (Hyderabad):***

Senior AR Executive / August 1st, 2022 to Feb 20th, 2024

- Delivered custom insurance solutions for a varied US client base, ensuring regulatory compliance in the medical billing domain.
- Increased American client portfolio by 25% through personalized engagement strategies.
- Achieved a 90% client retention rate by maintaining strong relationships and providing excellent customer service.
- Proficient in insurance CRM tools, with strong client communication and negotiation abilities.

➤ ***Casa De Katson Premium Hotel (Goa):***

Front Desk Executive / November 2nd, 2021 to June 15th, 2022

- Managed daily check-ins/check-outs for 40+ rooms, ensuring efficiency and guest satisfaction.
- Addressed guest inquiries and provided insights on hotel amenities and local attractions.
- Coordinated with housekeeping to maintain prompt room readiness and uphold cleanliness standards.
- Handled guest billing and payment processing, achieving a 15% increase in guest satisfaction through attentive service.

- Bilingual in English, Hindi, Telugu, and Kannada, effectively communicating with a diverse client base.

➤ **Big Leap Technologies (Hyderabad):**

Team Lead / August 10th, 2019 to September 17th, 2021

- Spearheaded a team focused on aligning candidate profiles with client (Amazon) requirements, accumulating 25 months of specialized experience in hiring.
- Developed and executed efficient recruitment strategies to meet high-volume staffing needs for Amazon, ensuring timely and quality hiring.
- Directed the recruitment process for Delivery Associates, demonstrating strong leadership and organizational skills.
- Fostered consistent communication with Amazon representatives to understand and meet dynamic staffing requirements, ensuring client satisfaction.

Technical Skills:

- Proficient in **Microsoft Office 365** suite
- Advanced skills in **Excel** for data analysis and manipulation
- Proficiency in **PowerPoint** for creating impactful presentations.
- Strong command of **Word** for document creation and formatting
- Familiarity with **Teams** for collaborative work and communication

Personal Skills:

- **Domain Knowledge in Medical Billing:** Understanding of medical terminology, insurance processes, and healthcare regulations.
- **Attention to Detail and Accuracy:** Ability to maintain accuracy and attention to detail in processing claims and verifying eligibility.
- **Empathy and Customer Focus:** Ability to empathize with customers while resolving issues and providing assistance.
- **Conflict Resolution:** Skill in handling challenging situations and resolving conflicts with clients or insurance companies.
- **Multitasking:** Capacity to handle multiple tasks efficiently while maintaining quality and meeting deadlines in a fast-paced environment.
- **Communication Excellence:** Excellent verbal and written communication skills.
- **Leadership and Problem-Solving:** Strong people management, decision-making, and problem-solving abilities.
- **Adaptability and Resilience:** Positive attitude with the ability to perform under pressure and adapt to changing environments.

Academic Qualification:

Diploma in Electronics Engineering

- Jawaharlal Nehru Technological University, 2019.
- Obtained with an aggregate of 65%

Technical Qualification:

- **Industrial Training at the Defense Research and Development Laboratory (DRDL):**
 - Specialized in missile technology, with a focus on the 'Indigenous Radar Systems' project.
 - Engaged in applied research and development under the theme inspired by APJ Abdul Kalam's vision.
 - Developed practical skills in radar technology and system simulation.
 - Gained in-depth knowledge of radar system design and its applications in defense technology.
 - Collaborated with expert defense scientists and engineers, enhancing problem-solving and technical communication skills.

Hobbies:

- **Listening to Music:** Enjoys exploring diverse genres for relaxation and creative inspiration.
- **Fitness and Gym:** Committed to maintaining physical fitness, demonstrating discipline, dedication, and time management.

Personal Details:

Name: K. Shiva

Date of Birth: 27-05-1996

Father's Name: K. Nagesh

Marital Status: Single

Declaration: I hereby declare that the above-written particulars are true to the best of my knowledge and belief.

(K. SHIVA)