

# SHEIK MOHAMMED ADIL

Quality Control Analyst

📍 1/3 8th cross SG Palya Tank bund road Bangalore 560029

✉️ sheikhadil1707@gmail.com

## PROFILE INFO

Experienced Denial Resolution Specialist with 6 years of expertise at KPO & BPO Sector. Proven track record in overseeing operations, managing teams, and ensuring efficient project execution. Seeking to transition into a Operations to leverage my strong organizational and leadership skills in driving successful project outcomes.

## EXPERIENCE

### September 2024 - PRESENT

Kraft BPO Solution | Koramangala, Bangalore

#### Quality Control Analyst

- Guided Corridor's accounts receivable billing, collections and cash posting teams providing oversight and direction relative to all revenue cycle activities for Corridor's key accounts representing a combined average annual revenue of over \$81M
- Subject Matter Expert for Medicare, Medicaid, Commercial, and other third party payers providing departmental leadership ensuring compliance with regulatory and contractual payer requirements.
- Cultivated client relations and facilitated effective and timely account escalation of problematic accounts during monthly Participated in weekly leadership reviews and presented the team's performance; as well as supporting clinicals to ensure ongoing compliance and timely clean billing
- Evaluated, developed and implemented revenue cycle process improvements for successful management of work-load collaborating with management and teams to establish and assess quarterly and annual goals and outcomes.

### October 2021 - August 2023

Kraft BPO Solution | Koramangala, Bangalore

#### Denial Resolution Specialist / Senior Accounts Executive

- Oversaw the revenue cycle management team, reducing claim denials by 20% through strategic improvements in billing procedures.
- Managed a team of 20+ staff members, fostering a culture of continuous improvement and professional development.
- Designed and executed targeted training programs that enhanced staff productivity by 25%, effectively addressing complex issues and customer inquiries.
- Tracking daily productivity, consolidating and focused priorities to top performers and bottom performers for development and improvement of their daily and monthly productivity.

## EDUCATION

2019 - 2021 | AI - Ameen College

**B.A.,LL.B | Bachelors of Law**

2016 - 2018 | AI - Ameen College

**Pre-university (PUC) | PCME**

2013 - 2015 | KRLS School

**Secondary School Leaving Certificate**

## SKILLS

- Problem solving
- Customer service
- Teamwork
- Time Management
- Attention to detail
- Effective Communication
- Adaptability
- Technical proficiency

## LANGUAGES

- English
- Hindi
- Kannada
- Tamil

## EXPERIENCE

### October 2020 - October 2021

NYX Medical Solutions | Halsuru, Bangalore

#### Senior Accounts Executive

- Championed the development and adoption of revenue cycle metrics, leading to a 25% enhancement in claim processing speed.
- Conducted complex issue resolution, ensuring a high-level customer service experience and retaining 95% of our high-value accounts.
- Analysed Productivity report to identify new trends and co-ordinating with Supervisors and colleagues for resolution.
- Subject matter expert in claim billing and denial resolution for multiple cross payers.

### October 2018 - October 2020

Omega HealthCare | Murgeshpalya, Bangalore

#### Denial Resolution Specialist / Senior Accounts Executive

- Mentored an initiative to identify and rectify billing inconsistencies, which recovered \$150,000 in lost revenue for the fiscal year 2017.
- Trained new employees in revenue cycle management best practices, contributing to a 50% decrease in onboarding time.
- Awarded as Rising star within 3 months on productivity and Multiple time monthly star performer with aggregate productivity score of 170-300% with Consistent Quality Score of 98 -100%.
- Performed operations write-off reports for multiple client with accurate data.

## HOBBIES

- Content Creator
- Photography
- Explorer
- Anime Enthusiast
- Biker

## CERTIFICATIONS

- Foundation of Project Management
- Project Initiation: Starting a Successful Project

I am enthusiastic about the opportunity to bring my skills and experiences to the company. I look forward to discussing how my background can contribute to your team's success.

**Sheik Mohammed Adil**

**Ph. No: 9901408288**