

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.