

Gudi Rohit

H. No: 13-2-361/11/A, Rahimpura, Puranapool, Hyderabad-500006.

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Professional Summary

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing good management skills and having the ability to work within all probable situations. Having a proven ability to lead by example, improve end client satisfaction, improve best practices and organize time efficiently.

Core Qualifications

- High performance
- Ability to motivate people and lead others in team environment
- Strong decision making and problem solving skills
- Good communication skills
- Ability to build rapport and trust with co-workers
- Ambitious & Mindful with strong organization skills

Certification

- ✓ A/R Vantage (An internal Domain Acumen Education & Certification).

Work Experience

❖ AGS Health

May 3rd 2018 – Till date

Designation: - Team Lead

August 1st 2022 – Till date

Responsibilities Handled: -

- Handling a team of 20 members from 2 locations.
- Trained and mentored team in providing optimal level of client services.
- Ensured all the work accomplished by the team.
- Monitoring and ensuring that the Work Order is received and segregated among the team members.
- Ensuring that the team is equipped with all the information in order to accomplish the desired task.
- Ensuring to complete weekly set of accounts shared by client.
- Attending weekly and monthly calls.
- Monitor quality assurance measures.
- Prepared SOP documents based on action part in software and shared with that team.

- Identifying trends / issues and providing details to my Assistant Manager.
- Completion of OJT training and assessments for new joiners.
- Maintaining team Production & Quality and sharing feedback on areas of development.

Designation: - Junior Process Associate

May' 2018 – July'2022

Responsibilities Handled: -

- Addressing outstanding or assigned AR through analysis and calls / using available resources.
- Process improvement and enhancement by utilizing the internal software to sort / summarize and identify various trends.
- Utilizations of all possible tools and applications available to take account towards resolution which would result in a Payment, Corrected submission, Appeals, Patient transfer or Adjustment.
- Preparing the necessary documents which would helpful to new joiners.
- Acted as SPOC for new joiners and helped team lead by taking extra initiative.

Client Software's worked on: -

 Epic

Achievements: -

- Pinnacle award for start debut for consistent high performance in AR process.
- Pinnacle award for extra miler for taking additional responsibility.
- Pinnacle award for Captain Maven for Being the Best Leader.

Academic Credentials: -

- **Masters of Business Administrations** **2021**
Vijaya P.G. college, Affiliated to Osmania University, Hyderabad
- **Bachelor of Sciences** **2016**
Vignana Jyothi Institute of Arts and Sciences, Affiliated to Osmania University, Hyderabad