

# Sankeerthana Goud Koyyada

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## Process Associate

3 years of experience in financial services, operations, Accounts Receivable and client servicing

### OBJECTIVE:

A self-motivated individual with prior experience in the field of Finance, Operations, Accounts Receivable. Able to work on own initiative and as a part of a team. Looking for a challenging opportunity which is integral & dynamically progressive in nature where the result is impactful to the organizational and professional growth.

### ROLES & RESPONSIBILITIES - AGS- Medical Billing/Accounts Receivable: 11th Sep 2019 – 3rd Aug 2022

- Responsible of processing claims on denials, rejections, and no response work queue, and follow up, review and document updates accordingly.
- Ensure complete review of claims and forward to correct insurance companies.
- Contacting insurance carriers and other responsible parties to confirm payment dates and details.
- Corresponding with patients for updated insurance information when necessary.
- Responsible for maintaining patients and insurance accounts up to date.
- Processing timely and accurate submission of claims to avoid delay in payments.
- Verified and billed insurance carriers, collected co-pays, follow up on unpaid claims and arranging appointments.
- Providing solutions to queries received regarding payments information.
- Monitoring the team activities and supporting them whenever help is needed.

### Personal skills:

- Strong motivational, leadership skills with problem solving skills.
- Good communication skills in both written and verbal.
- Flexibility and adaptability to work in any environment with best results.
- Good client management skills with an eye for detailing, proactively identifying gaps in processes and flag it to internal leadership and clients as appropriate.

### Area of expertise:

- Claim resolution
- Billing knowledge
- Payment posting
- Insurance verification.
- Team Management

### Key Achievements:

#### Leadership:

- Mentoring new associates with a detailed training program and continued with on-job evaluation.
- I acted as a mentor to new staff, assisting them with transaction processing and new workflow training.

#### Professional:

- Awarded with Applause award in R&R program for achieving higher Productivity with 100% Quality.
- Awarded with Bronze award in R & R program conducted by AGS.
- Awarded with Appreciation client bonus for exceeding expectation.

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**Technical Skills:**

- Working proficiency in MS office and Excel.
  - Tally ERP9 and Good handling computer keyboards 30wpm.
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**ACADEMICS:**

- Master of Business Administration at Kingston College from Osmania University.
  - Bachelor of Commerce (Computers) from Pragathi degree college.
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**Languages known:** English, Hindi and Telugu.

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**DECLARATION:**

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

**Date:**

**Place: Hyderabad**