

RESUME

S.HARISHMA

NO: 579/1, Seyon Street,

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CAREER OBJECTIVE:

Looking for a challenging position, where I can apply my knowledge, acquire new skills and to the organization.

STRENGTH:

Trust worthy, Confident, Demanding, Pleasant Attitude, Organisation and Interpersonal Skills. Desire to learn new things and willing to work hard.

ACADEMIC QUALIFICATION :

COURSE	NAME OF THE INSTITUTION	% OF MARKS	YEAR OF PASSING
D.C.E	MURUGAPPA POLYTECHNIC COLLEGE	88%	2014
S.S.L.C	SRM HIGHER SECONDARY SCHOOL AMBATTUR	85%	2011

SOFTWARE PROFICIENCY :

- **Programming Language** : C, C++, Basics in JAVA
- **Web Technology** : Web Designing, Multimedia
- **Packages** : Microsoft Office (Word, Excel, PowerPoint, Access)

Key Skills:

- High adaptability to the process & procedures in a short span of time.
- Ability to infuse positive elements into team
- Report any problem or fault in the project to the project manager or Account Managers.
- Analyse the individual performance of each team member and motivate them in meeting the management requirements.

- Take and implement suggestions/feedback from team members
- Develop strategy and motivate team to follow them

WORK EXPERIENCE :

Position – Team Lead Operations AR **Organization:** Omega Healthcare
From: Feb 2020 - Current

Roles and responsibility:

- Create an inspiring team environment with an open communication culture.
- Meeting client KRA & SLA's
- Set clear team goals
- Delegate tasks and set deadlines
- Oversee day to day operations
- Monitor team performance and report on metrics
- Discover training needs and provide coaching for bottom performers
- Listen to team member's feedback and resolve any issues or conflicts
- Recognize high performance and reward accomplishments
- Suggest and organize team building activities
- Currently transferred to Coimbatore location and introduced BCP for my project
 - Recruited new laterals from CBE location
 - Trained them on process specifications
 - Made them to achieve production numbers without support team, assisting on doubt clarifications, issues/trends identifying

Position – Sr AR Executive **Organization:** Prochant Pvt Ltd **From:**
 Mar 2019 – Feb 2020

Roles and responsibility:

- Prepare call notes, initiate or execute the corrective measures by sending necessary documents by payer.
- In addition to that prepared appeal packets which needs to send for appeal to the payer as per their expectations
- Working on a DME process, which has a slight differentiate from physician billing and were worked in appeal team for some period and fixed the issue which has high importance from client end and make our client satisfied with our work.

Position –Senior AR caller **Organization:** Global Healthcare Pvt, Ltd **From:**
 Feb 2018-Mar 2019

Roles and responsibility:

- Reviewing the inventory/work order and check status by reaching payer through call, web or IVR.
- Ask a series of relevant questions depending on the issue with the claim and record the responses.
- Prepare call notes, initiate or execute the corrective measures by sending necessary Documents by payer.

Position –Client Partner **Organization:** Access Healthcare **From:**
 Feb 2016-Feb 2018

Roles and responsibility:

- As a fresher, worked in Specified denials as Analyst. Go through the work order and focusing on AR denials in-order to convert it into revenue mode for provider.
- Moving each accounts based on their priority and scenarios to the calling team which requires call to resolve the claim.
- Focusing on multiple payer, and clearing out high priority with the given deadlines.

Position – Quality Inspector Organization – India Yamaha motor Pvt Ltd From:
July 2014- Feb 2016

Roles and responsibility:

- Worked on Automobile field as Quality inspector – to inspect entire vehicle condition from beginning to end
- Taking responsibility for each product before dispatching to customer.
- Identifying flaws and making it resolve from final inspection team.

PERSONAL DETAILS :

FATHER'S NAME : K.V. SAHADEVAN
GENDER : FEMALE
DATE OF BIRTH : 08.06.1996
MARITAL STATUS : Single
NATIONALITY : INDIAN
LANGUAGES KNOWN : TAMIL, ENGLISH, MALAYALAM

DECLARATION :

I hereby declare that the above specifications are true to my knowledge.

PLACE: CHENNAI

YOUR'S STAUNCHLY,

DATE :

(S.HARISHMA)

