



# Amit Tiwari

Room No.166 Mahatma jyotiba phule nagar,Nr.Baptist church,  
Ambernath west-421502  
8999367623 | at8999367@gmail.com

## Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

## Experience

### • Access Health care

03/01/2022 -

Client specialist - Quality

- Handling a team of over 25+ folks with their quality, training , Operation SLA'S & client metrics.
- Plan Coordinate and implement the quality management and improvement programs.
- Monitor quality assurance and compliance function.
- Perform internal audits for multiple projects.
- Identifying problematic data quality issues or ineffective practices.
- Attends client calls along with operations to get updates on process and apply the same.
- Establish and maintain timelines for audit reports/ PKT reports.
- Conduct team huddles and provide feedback to the users whenever required.
- Publish Daily, weekly & monthly report along with the quality scores.
- Preparing weekly/monthly quality performance report.
- Perform root cause analysis by doing 5 why analysis.
- Conduct the process knowledge test (PKT) on monthly basis.
- Conduct training for users whenever required.
- Worked towards the client SLA's and achieved the same with zero escalation.

### • Gebbs Health care solutions

18/02/2019 - 02/09/2021

Sr.Account Receivable/SME

- Working on client specialty projects for High dollar claims.
- Resolving the claims and following up with Ins for end to end status.
- Handled new batches and given training to new Associates.
- Allocate the inventory to the team and work towards to achieve the numbers with zero escalation.
- Preparing Daily, weekly, monthly production report and publishing the same.

### • IKS

06/08/2018 - 02/11/2019

Revenue cycle Representative

- Worked as Revenue Cycle Representative to resolve claims
- Worked for Multi speciality projects.

### • WIPRO BPS

03/15/2015 - 01/04/2018

Sr.Accosiate

- Worked For United healthcare insurance company.
- Handling provider calls, Escalation calls and resolving the patient account by providing eligibility and claims information.
- Worked for many client projects.
- Floor walked for many OJT batches.
- Worked as a team and gave contribution to achieve team performance.
- Worked as an acting Team lead in absence of my team leader and strive to achieve the goals of the team.

### • First source solutions

11/25/2013 - 03/05/2015

Sr.Associate

- Worked for Axis Bank credit card process.
- Handling Customer query and resolving their issues by guiding them in a Best way.
- Highly Focused on FCR.
- Worked for different projects with managers and Team leads.
- Floor walked for OJT people.

## Education

- **Mumbai University** 2013  
BMS  
57.71%
- **S.I.C.E.S COLLEGE** 2010  
HSC  
53%
- **S.I.C.E.S English high school** 2008  
SSC  
58%

## Skills

- TYPING 35 W.P.M (ENGLISH) Proficient with MS Office (Excel, Word and PowerPoint) Tally ERP 9.0 Bank Edge course in Banking.

## Personal Details

- Date of Birth : 01/02/1993
- Marital Status : Single
- Nationality : Indian
- Religion : Hindu
- Gender : Male
- Place : Ambernath



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