

MOHAMED ASIK RAHMAN

QUALITY AND
PERFORMANCE ANALYST

PHONE | (+91) 9524303900
EMAIL | asikhyderali@gmail.com
LOCATION | Chennai, INDIA
EXPERIENCE | 7 Years 3 Months

Key Skills

- Subject Matter Expertise
- Quality Analyst
- MS Excel
- Revenue Cycle Management
- Denial Management
- AR Analyst
- Ace
- Call Monitoring

Languages

- Tamil
- English

Applications & Softwares

- EPIC
- ACE
- VIWEB
- Calabrio Recording
- Excel

Profile Summary

Around 7 years of experience which includes working as an AR caller for 2 years and Quality & Performance Analyst Role for around 5 years. Knowledge and hands-on experience in RCM denial management process.

Work Experience

Quality and Performance Analyst

NTT DATA Business Solutions Private Limited
09/2019 - Present

- Perform quality audits (Denial Management) based on SLA and call audits to ensure compliance with standards
- Share feedback in huddle sessions and provide one-on-one feedback to associates
- Conduct refresher training for repeated errors to improve performance
- Act as the Point of Contact (POC) for responding to customer escalation emails
- Participate in client calibration calls to ensure alignment with client expectations
- Support operation teams for approving adjustments and rebills when required
- Conduct audits to assess associates current process knowledge and identify areas for improvement

AR Caller

NTT DATA Business Solutions Private Limited

01/2017 - 09/2019

- Analyzed accounts and placed calls to payors to inquire about claim status and denial reasons.
- Worked towards improving cash collections with a focus on quality.
- Wrote appeals after completing all possible corrective actions to overturn denials.
- Provided insights on payor trends related to denials.

Education

MCA – Computer Applications

2016

BS Abdur Rahman Crescent Institute of Science and Technology, Chennai

Grade - 7.5/10

BCA – Computer Applications

2013

The New College

Grade - 6.1/10