

# Pradeep Gupta

Goal-oriented Customer Support Executive skilled at building trust and rapport to maintain customer loyalty. Track record of high customer retention rates thanks to excellent communication and problem-solving skills. Thriving in both self-motivated and collaborative team settings.

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## EXPERIENCE

### **R1RCM , Hyderabad — Ar Caller**

March 2023 - Feb 2024

Worked to achieve high customer satisfaction rates by providing optimal-  
-Initiate and manage outbound call to insurance companies for the purpose of claims follow-up.

--Identify and resolve discrepancies to ensure time reimbursement.

-- Knowledge of medical billing processes, insurance policies, and claim adjudication,

-- Strong communication and negotiation skills.

-- Proficient in using billing and accounting software,

### **Teleperformance India Pvt. Ltd.,, Hyderabad- Senior Executive**

March 2022 - August 2022

Achieve or exceed target insurance sales quota of 250,000/moAs an AR callers keep track of the unpaid insurance claims and the receivables that the insurance companies owe the organisation. The goal is to achieve reimbursement in the shortest possible period and minimise the average timespan taken for a settlement.

### **MedicSolutions Pvt Ltd Hyderabad— Ar Caller**

Sep 2020 - March 2022

### **Elico healthcare services,— Ar Caller**

August 2019 - Aug 2020

## SKILLS

Knowledge in Medical billing and all US insurance portals.

Knowledge in Billing Software.

Typing skills is must and able to type fast.

Clear communication skill.

Knowledge in CPT & ICD codes , Modifiers.

## EDUCATION

### **Bhupesh Gupta intermediate college Bhabua, Bihar— 12th**

March 2012 - March 2013

### **St. Mary's Group of institute, Hyderabad— B.tech (CSE)**

June 2013 - August 2017

## LANGUAGES

English

Hindi

