

**IRFAN Y. SHAIKH**  
**Mobile : +91 771 001 4557**  
**E-mail: imshaikh080@gmail.com**

**Personal Details:**

Date of Birth : 08 October 1991  
Sex : Male  
Marital Status : Married  
Present address: Room no 8, Chavan Chawl, Gaondevi Road,  
Ghatkopar (W), Mumbai 400086



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**Career objectives:**

To achieve excellence in my professional career and provide additional value to the organization.

1. **Organization: Gebbs Health Care Solution (May 2013 – Jan 2015)**  
1<sup>st</sup> Floor, building no.3, Mindspace, Serene Properties, Airoli, Navi Mumbai.

**Role: Account Receivable**

**Responsibilities:**

- Report to the team leader
- Working on revenue cycle management in account receivable and denial management for USA HealthCare
- Do follow up on claims to get reimbursement from the insurance
- Making calls to the insurance company or hospitals in the USA
- Taking appropriate action on accounts to solve and get payment
- Following up for various specialties in different statuses of claim
- Providing floor support to new associates and grooming them to the next level
- Attend callback from the insurance company and follow up

2. **Organization: IKS Health (March 2015 – May 2016)**  
2nd Floor, building no.5, Mindspace, Serene Properties, Airoli, Navi Mumbai.

**Role: Account Receivable**

3. **Organization: Credence Resource Management (Sept 2016 - May 2017)**  
1st Floor, South Tower, MIDC Kharadi, Pune

**Role: CSR**

**Responsibilities:**

- Responsible for **SME** of a major project working on account receivable and denial management in revenue cycle management of USA Healthcare
- Managing a team of 10 – 15 agents.
- Preparing and generating reports for tracking performance, submitting the same to the top management on a fortnightly/monthly basis for review.
- Responsible for analyzing calls behavior analytics and Quality.
- Be a part of client calls.
- Providing floor support associates and grooming them to the next level
- Providing training and updates to associates

4. **Organization: Access Health care, Jun 2017 - Dec 2017**  
2nd Floor and 4th floor Wing A Mississippi Block, Embassy Tech Zone,  
Rajiv Gandhi InfoTech Park - Phase II,, Hinjewadi, Pune

**Role: Quality Analyst**

**Responsibilities:**

- Responsible for **Quality Analyst** of two major projects working on account receivable and denial management in revenue cycle management of USA Healthcare
- Doing sample size audits depending on the associate's knowledge level.
- Monitoring calls made by the associates to insurance companies, hospitals, workers' compensation, and auto insurance company to get reimbursement.
- Conducting PKTs on a weekly basis.
- Calibration with the operational team.
- Be a part of client calls.
- Providing feedback, updates, and training to the associates

5. **Organization: Credence Resource Management (July 2018 – Apr 2019)**  
1st Floor, South Tower, MIDC Kharadi, Pune

**Role: Account Receivable**

6. **Infinx Services Pvt. Ltd. (Apr 2019 – Oct 2019)**

**Role: Sr. Account Receivable**

7. **Organization: Gebbs Health Care Solution (Oct 2019 –Current)**  
Level5, Tower 1, Phase II Raiaskaran TechPark, AndheriKurla Road, Sakinaka, Mumbai 400072

**Role: Quality Analyst**

**Responsibilities:**

- Responsible for the internal and external quality of the major project working on accounts receivable and denial management in revenue cycle management of USA Healthcare
- Doing sample size audits depending on the associate's knowledge level.
- Monitoring calls made by the associates to insurance Insurance companies, hospitals, workers' compensation, and auto insurance company to get reimbursement.
- Conducting PKTs on a weekly basis.
- Calibration with the operational team.
- Be a part of client calls.
- Providing feedback, updates, and training to the associates.

**Academic Qualification Profile:**

- **B.Com:** Passed in 1st class from Mumbai University in 2013

**Technical Skills:**

- Microsoft Excel/Word/PowerPoint
- Microsoft Outlook
- Tally 4.5 & 7.2
- Filing/Editing

(IRFAN Y SHAIKH)