

V. BALA MURUGAN

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Carrier Objective:

To be a part of a professionally managed organization with scope for challenging career, opportunity for learning excellence and continuous improvement coupled with growth and individual development.

Educational details:

- **Bachelor of Technology** (2007 – 2011) Information Technology at PARK COLLEGE OF ENGG AND TECH, Coimbatore. **Percentage: 65%**
- **HSC** (2007) from P.A. VIDYABHAVAN HIGHER SECONDARY SCHOOL, Karur, Tamil Nadu. Percentage: **77.03%**
- **SSLC** (2005) from P.A. VIDYABHAVAN HIGHER SECONDARY SCHOOL, Karur, Tamil Nadu. Percentage: **85.40%**

Work Experience:

- Working as a “Senior Team Leader” in VIBRANT HEALTHCARE from Mar-2021 to May-2024(31/05/2024).
- Worked as “Floor supervisor” in Bristol Healthcare Pvt Ltd at Salem since May-2017 to Dec-2020.
- Worked as “Senior AR Caller” in Bristol Healthcare Pvt Ltd, Chennai since May-2016 to June-2017.
- Worked as a “Senior Process Associate” in TATA CONSULTANCY SERVICES from April-2015 to February-2016.
- Worked as a "Senior Analyst" in E4E Healthcare Business Services for 7 months.
- Worked in DELL International Services at Chennai as a credits & collections senior representative (AR Caller\quality analyst (Part time)) for 2 years & 1 month.
- Worked as a Customer support officer in ALLSEC TECHNOLOGIES (P) LTD at Trichy for 8 months (Voice process- US Campaign).

Professional Skills:

- Possess strong written and oral communication skills.

- Manage a team and ensure that all key metrics of performance as per the SLA's are met.
- In-depth knowledge of Accounts Receivable Denial Management Process.
- Worked on claims follow up, Insurance Eligibility and benefits verification, Scheduling appointments, denial management, Patient statement calls, OON claims follow-up & credit balance accounts.
- Developed and delivered billing training materials for fresher's.
- Trained fresher's with fundamental billing concept's, terminologies and practical denial and non-denial scenarios. Also making them to practice with industry standards and regulation.
- Provided fresher's with feedback based on assessments and interactive training sessions.

Awards & Achievement's:

- Received "DELL ON SPOT AWARD" for Production & Quality in DELL INTERNATIONAL SERVICES.
- Won Best Employee of Quarter with Bristol Healthcare Services Pvt Ltd.

Software skills:

Advance MD, Accu term, Health fusion, Nextgen, EPIC, SequelMed, Kareo, Dr.Crono.

Personal Information:

Date of Birth : 26/10/1989.

Languages Known: English, Tamil.

Address : No.376, Indira Gandhi st, Nagathamman nagar, Nemilicherry, Thiruninravur, Chennai-602024.

Declaration

I hereby declare that the above details of my particulars are true and correct to the best of my knowledge and belief.

Yours sincerely,

(V BALA MURUGAN)