# **CURRICULUM VITAE:**

* **Name:** Swapnil Gosavi
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**Career Objective:**

To associate with an organization, this gives an adequate opportunity to display knowledge and professional skills in the chosen profession through continuous learning and development. I would like to enhance the growth of the organization, if given an opportunity I will put in my best effort with full enthusiasm and accomplish the task on time with quality.

**Experience Summary:**

With over 10 years of experience in the US Healthcare industry, I have extensive expertise in three key departments:

**Workforce Management:** Reporting, scheduling, and real-time analysis.

**Appeals:** Appeals & grievance building.

**Claims**: Claims Processing, adjudication, adjustments, reimbursements, physician billing, DME billing, AR & denial management, rebate claim processing, insurance claim billing, medical coding, and healthcare life sciences.

**Work Experience:**

* **Evolent Health International Pvt Ltd (Pune)**

**Duration: (August 14,2023 to till date)**

**Designation: Appeal-WFM Analyst.**

**Software / Tools used:****Genesys, IEX, Nice in One, Snowflake, Power Bi Desktop, Microsoft Excel.**

**Job Profile:**

**Reporting Responsibilities:**

* Own and distribute reporting for weekly and monthly service operations, using data visualization tools such as PowerPoint, Excel, Power BI to convey trends of company performance to company executives/business leaders.
* Provide weekly updates regarding overall agent volume handle, operational demand, thread wise volume received and processed to higher management.
* Creates and communicates schedules and provides regular reports to management on workload and workforce for smooth running of business.
* Create forecasting for different accounts based on past data.
* Prepare a variety of reports used to assist the month-end close and monitor account activity.
* Drive prioritization of output to ensure the most value-add product is delivered to the business.
* Conduct moderately complex financial analyses and reports for department management.
* Design and build data sets, from various sources while thinking strategically about uses of data and how data use interacts with data design.

**Scheduling Responsibilities:**

* To maximize efficient utilization of resources for schedules that have been released in the most cost-effective way i.e. holidays, voluntary time-offs, break planning, Workforce Management Tool optimization, proactively always ensuring sufficient coverage to deliver contractual requirements consistently.
* Ensuring that all exceptions and future changes are logged in the Work Force Management tool in a timely fashion, if possible before the event and appropriate adjustments are made to ensure minimum impact on consistent delivery of service level.
* Understand key metrics and financial drivers for all contracts and to use this knowledge to drive performance improvements.
* Complete new hire, leavers & internal transfer processes including contacting HR & updating WFM system(s) in a timely manner.
* Tracking Training batches and learning curve for New Hires including proficiencies
* WFM schedule optimization.
* Maintain agent & campaign annual leave and update the WFM system with regular audits, ensuring that leave is spread suitable across the year.
* Regular Schedule Adherence reporting for Operations.
* Work in close conjunction with RTAs to ensure agent adherence & productivity is controlled & action is taken where appropriate.
* Monitoring all non-call handling activities to ensure efficient use of resources and consistent achievement of service level across all activities.

**RTA Responsibilities:**

* Manage the call volume, daily attendance and program break schedules.
* Assist with creation if metrics and targets for services.
* Work closely with the operations team to analyze and help improve their delivery processes.
* Generate ideas for process and service improvement planning.
* Produce daily, biweekly and monthly internal reports.
* Use trends and reports to forecast requirements.
* Assist with projects and other duties as requested or assigned.
* Resolve escalated issues and requests from site management.

**Achievements:**

* Acted as a subject matter expert to optimize processes and resolve issues reported by the team.
* Oversaw scheduling and effectively delegated tasks to team members.
* Conducted and tracked retrospective audits to ensure outcome-oriented results.
* Monitored team performance and delivered constructive feedback during reviews.
* **Evolent Health International Pvt Ltd (Pune)**

**Duration: (May 03,2021 to August 14,2023)**

**Designation: Appeal-Grievances Coordinator**

**Software / Tools used:****Aldera & Identifi.**

**Job Profile:**

* Receiving faxes, emails, and mail to initiate an appeal or grievance request utilizing multiple software applications.
* Making outbound calls when necessary to obtain additional information pertaining to the research of an appeal or grievance.
* Collect, organize, and track information received from a variety of resources to facilitate and expedite the processing of appeals and grievances.
* Generate acknowledgement letters for member appeals and grievances in accordance with regulatory standards.
* Initiate, research and resolve member grievances in accordance with company and regulatory standards.
* Initiate, research and resolve provider appeals or refer to the Appeals RN, as necessary.
* Generate resolution letters, as appropriate.
* Analyzing weekly and monthly project review.
* Conducting training session for new joiners in regards of adjudication process and software handling.
* E-mail communication and audio conferences with client on weekly and monthly reviews of account.
* Communication with client to get the resolution on any sort of client issue (Technical, Domain or software related).
* Updating and sharing production and quality MTD on weekly basis with team and management.
* Daily Reports: This report gives the value of charges, insurance receipts, patient receipts, write-offs and charge adjustments and the number of procedure units entered on a particular accounting date and the gross AR as on that date for the Client.

**Achievements:**

* Consistently maintained accuracy and met desired results keeping Commitments.
* Achieved 125 % appeals & Grievance productions and managed entire LOB single-handedly.
* Received Client appreciation for exceptional quality of work.
* Promoted from Appeals & Grievance Coordinator to Workforce Management Analyst.
* **Evolent Health International Pvt Ltd (Pune)**

**Duration: (July 16,2018 to May 02,2021)**

**Designation: Claims adjudicator Level 2**

**Software / Tools used:****Aldera & Identifi.**

**Job Profile:**

* Claims adjudication, adjustments, and reimbursement of benefit medical claims.
* Performing the retrospective audits on claims to identify an overpayment.
* Working on different form as Standard and Nonstandard.
* Responsible for the settlement and approval for payments.
* Review the provided documents.
* Worked on Evolution and Management Coding Projects.
* Adjudicated complex medical benefits claim.
* Review the medical report and medical codes.
* Examining and adjudicating the medical bills submitted.
* Allocation of work, monitoring and driving Targets to meet client SLA (Service Level Agreement)
* Working on escalated & supporting the team on live processing.
* Responsible for focus audit & cross audit.

**Achievements:**

* Consistently maintained 99% financial and procedural accuracy and met desired results keeping

Commitments.

* Received Client appreciation for exceptional quality of work.
* Promoted from Claims adjudicator level 2 to Appeal & Grievance coordinator.
* **Mmodal Global Services Pvt Ltd (Pune)**
* **Duration: (May 19,2016 to June 05, 2018)**
* **Designation: Process Executive.**
* **Software / Tools used:*****Brightree***

**Job Profile:**

* Handled work order for less aged claims (0-90 days).
* Maximum exposure on older AR to prevent bad debts and crossing timely filing.
* Constantly keep track of both electronic and paper claims.
* Always be watchful for any major rejections or denials –clearing house/carrier.
* Constantly watch-out for payments and EOBs from major carriers, Pay-to address, provider numbers etc.
* Worked on Appeal project and generated revenue for organization where scope of payment was near to the ground.
* Co-ordinate with the Representatives of U.S Insurance Companies, Client co-ordination and solve problems.
* Providing training session to new joiners and auditing their jobs.
* Educating Team on new trends and process flow.
* Allocation of work, monitoring and driving Targets to meet client SLA (Service Level Agreement)
* Ensuring the compliance with all the insurance carriers in claims submission and other areas.
* Daily Reports: This report gives the value of charges, insurance receipts, patient receipts, write-offs and charge adjustments and the number of procedure units entered on a particular accounting date and the gross AR as on that date for the Client.

**Achievements:**

* Consistently maintained 98% accuracy and met desired results keeping commitments.
* Received Reward and recognition of Best AR for consecutive 6 months.
* Received Client appreciation for exceptional quality of work.
* **Wipro Lld. (Pune)**
* **Duration: (December 12, 2012, to April 01, 2015)**
* **Designation: Senior Associate.**
* **Software / Tools used: SAP**
* **Job profile:**
* Started with Eligibility Verification.
* Worked for member enrollment, insurance verification.
* Worked for AR calls to insurance, denial management.
* Ombudsman team to resolve medical documents verification.
* Worked for appeals.
* Research, Analysis and Resolution for queries and set up workflow trends.
* Handled client escalation.
* Mentored new team members with knowledge sharing and getting live into account.
* Handled queues – Medicare, Medicaid, Commercial.
* Assisting team with a quick resolution.
* Assisting work order whenever necessary.
* Team handling in absence of team lead.
* Planning, executing, controlling, and reporting the process flow.
* Understand the client requirement and direct the process per client expectations.
* Cross Verifying reviewing the deliverable data to maintain the quality.

**Achievements:**

* Joined as a Process Associate and promoted as Senior Process Associate and then First Point of

Contact for entire queue.

* Consistently maintained 99% accuracy and met desired results keeping commitments.
* Received Reward and recognition of top performer for 18 months.
* Received Reward and recognition of top performer for 04 quarters.

**Academic Qualification:**

* Completed Bachelor of Engineering in Electronics and Telecommunication with first class from North Maharashtra University.
* Completed HSC from Jai Hind Senior College with first class from Nasik Board.
* Completed SSC from Sadhana high school with first class from Nasik Board.

**Portfolio Projects:**

Detail-oriented Data Analyst with hands-on experience in Power BI, Python, Excel, and SQL. Demonstrated proficiency in data collection, cleaning, exploratory analysis, visualization, reporting, management, and automation. Proven track record of delivering actionable insights to support data-driven decision-making.

URL: <https://github.com/Swap2023>.

**Technical Skills**

* **Power BI:** Data visualization, DAX
* **Python:** Data manipulation (pandas), Data analysis (NumPy), Visualization (Matplotlib)
* **SQL:** Data querying, Database management, SQL Server
* **Excel:** Advanced formulas, Pivot tables, Data analysis, Macros

**Project Experience:**

**1. Sales Performance Dashboard**

* Utilized Power BI to create a comprehensive sales performance dashboard for a retail company.
* Integrated data from multiple sources and created interactive visualizations.
* Resulted in a 20% increase in data-driven decision-making among stakeholders.

**2. Customer Segmentation Analysis**

* Used Python and SQL to analyze customer purchase behavior.
* Implemented clustering techniques to identify key customer segments.
* Provided insights that informed targeted marketing strategies, increasing campaign effectiveness by 15%.

**3. Financial Reporting Automation**

* Developed an automated reporting system using Excel macros and VBA.
* Reduced reporting time by 40% and improved accuracy.

**4. Operational Efficiency Improvement**

* Analyzed operational data to identify bottlenecks and inefficiencies.
* Recommended process improvements that led to a 10% reduction in operational costs.
* **Hobbies:**
* Listening to music, Reading books.
* **Skills Set:**
* Strong Analytical background.
* Strong leadership and mentoring skills.
* Target oriented and resolution mind set.
* Problem analyst and problem solving.
* Aptitude for customer care and negotiation skills.
* Excellent verbal and written communication skills.
* Flexible to the shifts and positive attitude.
* **Declaration:**
* I hereby declare that the information furnished above is true to the best of my knowledge
* Date:
* Place:

Swapnil Gosavi.