

# RESUME

## KHALID HASAN KHAN

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### Core Competencies:

AR Handling – Payment Posting – Electronic Rejection - Patient Registration – Insurance Verification - HIPPA compliant - Team Management - Quality Auditing - Process Training - MIS - Client Management- Inventory Management- Data Management.

**Career Objective:** Seeking challenging career into getting a position of responsibility, using my skills and efficiency under the able guidance to communicate my ideas, views and commit myself for achieving organizational objective, with the effort and my positive performance.

### Summary:

- Worked on AR follow-up (Provider & Hospital Billing) for more than 8 Years
- Good knowledge on Denials, Payment Posting and ER.
- Worked on Authorization, Log entry and Validation.
- Data Analyst experience for more than 2 Years.
- Professional with experience as an AR Analyst/AR Team-Coach/AR Quality-Analyst/MIS/Client Management in RCM Services industry.
- Significantly gained industry exposure while managing diversified Requisitions in RCM for various clients.
- Innate ability to manage multiple functions and activities in high pressure environments with tight deadlines.
- Possess team-based management style with good interpersonal, collaborating and communication skill to work across functions/dept. to improve relation and services level with solution centric approach.

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### Professional Experience:

#### Current Employer – Randstad India

May 2019 – June 2021

**Client:** COFCO International India Ltd

**Designation:** Senior Coordinator Northern Hemisphere

#### Job Responsibilities:

- Preparing Monthly Brokerage data, Weekly Open purchase & Sales data and sharing with management.
- Registering new warehouse in system & looking after the inventory management in warehouses.
- Initiating the Stock check and discussing with management.
- Collecting data from all the storage facility in APAC and EMEA region
- Helping user to prepare stock report.
- Preparing Dashboard for the stakeholders and management.
- Preparing the analysis report on the basis of the data received.
- Identifying patterns and trends in data sets.

- Working with management team for business needs.
- Preparing presentation for management showing analysis of month on month basis
- Keep on cleansing the data time to time for different region.
- Maintaining the data base for the management
- Initiating weekly call conference with Compliance Management to improve process the process.
- Assessing the risk and informing the management.

**Employer –N-thrive Global Solution Pvt. Ltd  
(Formerly E4E Healthcare Business Services Ltd)**

**October 2012 – July 2018**

**Designation:** Assistant Manager  
**Client-**Schumacher Clinical Partners (SCP)

**Job Responsibilities:**

- Taking care of different process in RCM.  
(Collection Management, Eligibility Verification and AR).
- Conducting training session for team members whenever required.
- Ensuring timeliness and accuracy of deliverables, meeting all client SLA's.
- Handing Team engagement through different training and developing new skills in the process.
- Co-Ordination and liaison with internal and external stakeholders to insure timely and smooth operation of the process.
- Discuss monthly, half early and yearly performance with team.
- Collaborating with recruitment team to hire new force whenever required.

**Designation: Team Leader**

**Job Responsibilities:**

- Managing the team of 36 people for different process (AR and Demo)
- Interacting with clients related to process
- Making KPI's for entire team every month
- Educate them how to perform in Production and Quality.
- Segregating work in between team for smooth flow of work.
- Maintaining track of SLA, Revenue and Attrition.
- Making MIS for management on monthly basis.

**Designation: Senior Analysts**

**Job Responsibilities:**

- Working on Claims and Denial, Payment Posting and Charting in RCM.
- Dealing with Client related to process updates and errors.
- Maintaining database of team (production & quality).
- Giving training to team for Quality and Process knowledge whenever it is required.
- Sharing feedback to the team related to errors.
- Ensuring that all the Production & quality SLA's are adhered to.
- Support the quality team in preparing quality plans.
- Responsible for monitoring live calls and providing structured feedback without delay.
- Auditing & Barging calls of first line agents.
- Sharing innovative views to the team to improve the team performance.
- Preparing MIS and reports for Management.

**Accomplishments:**

- Achieved all the metrics for all the process continuously.

**Employer – Intelenet Global Services Pvt. Ltd****Sep 2009 – Oct2012****Designation - Sr. Advisor****Client-Apria Health Care****Job Responsibilities:****Quality Analyst**

- Auditing/ Barging calls of first line agents.
- Sharing feedback to the team assigned.
- Maintaining database.
- Sharing updates to the team and managing the team for the same.
- Sharing innovative views to the team to improvise the team performance.
- Managed quality audits for the process.
- Ensuring that all the quality SLA are adhered to
- Support the quality manager in preparing quality plans
- Monitoring calls and providing structured feedback
- Conduct process training for new joiners and refresher sessions.

**Job Responsibilities:****Advisor**

- Worked for Apria Healthcare for Claims, Payment Posting, Payor change and Electronic Rejections in RCM
- Managing a team of 15-20 associates.
- Taking care of the weekly and monthly Quality reports for the process and sharing the same with the management.
- Ensuring that all the SLA's are adhered to.
- Conduct process training for new joiners and refresher sessions.
- Support the manager in preparing quality and operational plans.
- Helping team to maintain the required Talk time.

**Accomplishments:**

- Earned "Star-Performer" in the month of August 2010.
- Earned "Appreciation letter" for meeting SLA for Quarter 1st, 2011.

**ACADEMIC CREDENTIALS:**

B Com from Allahabad University, year 2001.

**PERSONAL DETAILS:**

Date of Birth : 20th May 1979  
Marital Status : Unmarried  
Passport : Valid  
Languages Known: English, Hindi & Urdu