

AARTHI NANDHAKUMAR

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Website: https://aarthinandhakumar.github.io/Portfolio_Website_AN/ • Location - Sunnyvale, CA • VISA- H4- EAD

PROFESSIONAL SUMMARY

Passionate and dedicated technical support specialist with 7.9 years of experience delivering significant impact by solving complex business challenges in the healthcare domain. Adept at problem-solving with a methodical approach, strong analytical skills, and a track record of assisting customers through high-impact solutions. Versatile solutions evangelist with the ability to communicate effectively across teams and thrive in fast-paced, high-growth environments. Experienced in collaborating with enterprise customers to optimize workflows and address critical business challenges.

WORK EXPERIENCE

Senior Analyst | Thyrye Digital Health - Chennai, India Nov 2020 - Jan 2023

- Resolved high-severity issues for clients using Epic Billing Software via calls and email, achieving a 80-90% resolution rate on first contact, and gaining extensive client-handling experience.
- Regularly updated SOPs, created knowledge base articles for client self-service, conducted QA audits, and mentored new hires.
- Provided tier-2 application support, troubleshooting system incidents, and collaborating with cross-functional IT teams to address business and technical challenges
- Assisted with system optimization efforts, identifying workflow improvements to enhance operational efficiency.

Issue Resolution Analyst | athenaHealth - Chennai, India Dec 2017 - Aug 2020

- Collaborated with internal teams to troubleshoot and resolve Electronic Health Record (EHR) issues reported by customers, ensuring minimal downtime and optimal performance. Acted as a technical liaison, providing tailored solutions through detailed analysis and testing in various simulated environments.
- Demonstrated strong communication skills by assisting clients via email and chat, translating complex technical concepts into customer-friendly language. Supported product customization by configuring HTML forms, logos, and letterheads based on customer requirements, enhancing overall service delivery.
- Recognized on-site for consistently delivering a 95% CSAT score, maintaining a 1-day average resolution rate, and achieving zero escalations for three consecutive quarters.
- Gained comprehensive product knowledge across multiple EHR features, contributing to improved client issue resolution.

Junior Account Executive | Miramed - Chennai, India Jan 2015 - Dec 2017

- Maintained a 98% quality score while managing high claim volumes, reflecting attention to detail and strong process adherence.
- Built effective working relationships with clients and internal departments to expedite claim validation and improve satisfaction.

SKILLS & QUALIFICATIONS

Enterprise customer collaboration
Workflow and process optimization
Broad IT/tech fundamentals
Strong problem-solving skills
Time management with quality focus

Business and technical issue resolution
High-severity issue handling
Fast learner and adaptable
Clear verbal/written communication
Peer mentorship support and teamwork

Customer needs analysis
Knowledge base development
Cross-functional teamwork
JAVA/HTML/CSS/Javascript
Databases and SQL

EDUCATION

Master of Science in Computer Information Systems

BOSTON University, Boston, MA, US

Sep 2023 - May 2025

GPA: 3.71/4.0

Bachelor of Engineering in Industrial Biotechnology

SASTRA University, Thanjavur, Tamil Nadu, India

July 2010 - May 2014

CGPA: 6.45/10