AARTHI NANDHAKUMAR

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EDUCATION

BOSTON UNIVERSITY	**Boston, MA**
M.S in Computer Information Systems	**Sep 2023 - May 2025**

Cumulative GPA: 3.75/4.0
Relevant Coursework: Java Programming, Business Data Communication & Networks, Database Management Systems, Web Application Development

SASTRA UNIVERSITY	**Thanjavur, India**
B.Tech - Industrial Biotechnology	**Jul 2010 - May 2014**

Cumulative GPA: 6.45/10

WORK EXPERIENCE

Thryve Digital Health	**Chennai, India**
Senior Analyst	**Nov 2020 - Jan 2023**

- Worked on resolving complex issues experienced by clients with our Billing Software, namely Epic. My chief role was to work on high Severity tickets which involved calling the client and troubleshooting the issues via Screen Sharing.
- Have resolved 70- 80% of the tickets while on call, where direct interaction provided me the opportunity to understand the issues better and worked with the Product Knowledge team to update or create new workflows for the convenience of the client. Maintained a good agent rating of 4.4, with a Satisfaction% of 89 for the previous calendar year 2022.

Athenahealth	**Chennai, India**
Issue Resolution Analyst	**Dec 2017 - Aug 2020**

- Assisted clients on queries (cases) experienced with the product. Managed an overall CSAT of 95% for 3 consistent quarters, and adhered to a 1-day SLA for 1 quarter, which brought a lot of On-Site appreciation and paved the way for working single handedly for a couple of clients.
- Had the opportunity to work on multiple key areas, which involved transitioning between various teams, and work on cases, as and when the volume builds in each team's workqueue, by also minimizing the possibilities of escalations.

Coronis Health	**Chennai, India**
Junior Account Executive	**Jan 2015 - Dec 2017**

- Worked in the Accounts Receivables department, which dealt with unpaid invoices and processing them according to the insurance denials.
- Maintained overall quality of 98% and received payment for 120-130 old claims within a week's time by working on a special project.

PROFESSIONAL SUMMARY

I have an overall work experience of 7.9 years in the field of healthcare. In most of the teams i have worked before, i had the opportunity to work cross-functionally with the development teams, which majorly motivated me to transition into the field of Computer Science and related areas. Hence, the decision to pursue M.S in Computer Information Systems, which has given me immense exposure to the skills below. I look forward to expanding my knowledge by taking up new challenges and upskill myself. Given the opportunity, I believe I can deliver to the best of my ability in a way that meets the company's requirements.

SKILLS

Technical Skills: Java, SQL, HTML,CSS,Javascript, Node.js
Soft Skills: Excellent communication, Teamwork, Problem-solving, Time management, Adaptability, Leadership