

# Nerella Sravanthi Singh

## Process Specialist



Hyderabad, India 500011



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A results-driven and highly experienced BPO (Business Process Outsourcing) professional with a decade of expertise in delivering exceptional customer service, optimizing operational efficiency, and driving revenue growth for leading organizations. I am seeking a challenging role that leverages my extensive knowledge and skills to lead high-performing teams, enhance client satisfaction, and contribute to the strategic success of a dynamic BPO company.



## Skills

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Staff Training

Communication Skills & Client Relationship Management

Problem-solving and technical skills

HIPAA Regulations

Accounts Receivable, Denial Management

EMR

RCM, Medical Billing

Adaptability & Time Management

Attention to Detail

Analytical, Leadership, and Language Skills



## Work History

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2023-02 - Current - Process Specialist - AR

Harmony United Med Solutions OPC

- Overall Supervision: Oversee the day-to-day operations. Ensure smooth workflow and efficient task allocation. Publishing productivity report EOD.
- Scheduling: Manage appointment scheduling for patients through EMR. Ensure an organized and optimized appointment calendar.
- Communicating with insurance companies to track and expedite claims processing for US providers of Hospitals and Doctor offices.
- Investigating claim denials, identifying reasons, and taking corrective actions.
- Analysing and addressing claim rejections or denials promptly. Resolving billing discrepancies and resubmitting claims as needed.
- Familiarity with insurance verification and authorization processes.
- Strong communication skills and ability to handle sensitive patient information.

- Patient Paperwork: Oversee the processing of patient paperwork, including intake forms and consent forms. Ensure all necessary documents are complete and filed appropriately.
- Communication: Facilitate effective communication between the office management department and other departments within the healthcare facility.

**2018-10 - 2023-02**

**Tax Analyst**

ADP, Hyderabad

- Worked as Tax analyst and daily activities include the below.
- Assigning volume to the team daily and Publishing pending and completed volumes daily along with managing team leaves is a part of my daily Job.
- Worked on client escalations, invoices, and anything that needed immediate attention.

**2014-04 - 2018-09**

**Sr. Customer Service Associate (AR)**

ADP, Hyderabad

- Worked for US Providers of hospitals and doctor offices in Claims processing, checking Claim status, Denials, and Authorizations.
- Handled Accounts Receivables for U.S. Clients speeding up the collections process and posting payments after receiving checks through fax requests or online portals.
- I would have to check different Insurance portals and Call insurance companies to speak with their representatives and check the status of claims and requests for EOBs’.
- Trained New Associates, both Voice and non-voice.
- Experience in quality audits and took escalation calls in voice process. Additional responsibilities include monitoring call queues, managing associate leaves, and conducting team huddles for process updates.
- Apart from these, I was also part of a fun team, where we conducted weekly fun activities.

**2012-10 - 2014-03**

**Customer Service Executive**

ADP, Hyderabad

- Taking Inbound calls and helping customers to resolve their queries. On average, I take up to 60 customer calls daily.
- Described product and service details to customers to provide information on benefits and advantages.
- Provided company information and policies to customers upon inquiry and answered questions via phone.



## Software

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MS Office

SAP-GUI

IBM Mainframes

Siebel CRM

Medent (Healthcare)



## Education

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2008-06 - 2012-04

**Bachelor of Arts: Commerce**

Pragathi Women's Degree College – Hyderabad

2006-06 - 2008-04

**Higher secondary school**

Pragathi Girls College – Hyderabad

2005-06 - 2006-04

**Secondary School**

Ramakrishna High School – Hyderabad

### DECLARATION:

I declare that the above-mentioned information is true to the best of my knowledge.

Date:

Place: Hyderabad

Sravanthi Singh Nerella