

Vinodh Kumar

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PROFESSIONAL SNAPSHOT

- I am a hard-working, professional person who loves the challenge of both leading and managing people, and seeing projects and tasks through to successful completion. I pride myself on a strong work ethic and an ability to motivate a team in order to get the best out of them. I feel more comfortable when I am managing and leading people and get a great sense of job satisfaction from completing projects on end-to-end basis for clients along with high standards
- As a Leader, I am aware of the importance of managing documents, records, forms, and work instructions is vital to maintaining company's compliance plan. I am good at collecting business process information, and working with others in a positive and collaborative manner
- Over 9 years of experience in US Healthcare in Physician and Hospital Services. A detail and result oriented professional in the areas of People and Relationship Management, Managing Deliverables and Client Communication and Engagement
- Ensuring continuous interaction with client through emails/calls sharing the process updates and make sure areas of concern can be worked upon for better results
- Rendering viable solutions to the clients; assessing the client feedback, evaluating areas of improvements & providing critical feedback on the same
- Skill in managing team to be calibrated on all project updated and work in sync
- Ability to thrive in high pressure environment

ORGANIZATIONAL DETAILS

Omega Healthcare

Account Receivable

May 2014 – Feb 2016 & June 2018 – Oct 2020 (Rejoined)

Quality & Team Lead

Nov 2020 – April 2024

Location: Bangalore

Getix Health Business Solutions

Account Receivable & Eligibility with Benefits

April 2016 – Sept 2017

Location: Bangalore

Avility Fore Support Service

Account Receivable & Credentialing

Oct 2017 – June 2018

Location: Bangalore

Areas of Expertise:

- Good understanding of end-to-end US healthcare Billing (RCM)
- Manage, Monitor Denials and Clearinghouse Rejections share the Resolutions
- Implementing AR Strategies based upon Client expectations
- Maintaining Client wise MTD TAT, managing revenue report based on client wise

- Preparation of KPI (Key performance indicators) which shows & help project revenue health and performance
- Team building, Training and Attrition control
- Ensure that the process meet the SLA's and exceeds the client expectations
- Analyzing various data to measure the center's trend in terms of quality assurance and service delivery
- Timely client interaction to understand their requirements and if any concerns
- Collating feedback from clients to identify areas of improvement, client updates and process changes with approval from Management
- Team productivity and Quality tracking and improvement plan for bottom performers

 Achievements & certification:

- Certified leadership program – High potential leader
- Star employee for the year – 2019 / Star lead for the year - 2023

Key Responsibility:

- Communicating on client calls and providing immediate assistance to team on new updates
- Meeting all the required company rules and polices along with compliance awareness
- Taking responsibilities for team's overall production and quality standards
- Communicating effectively with manager for any requirements
- Assigning inventory on timely manner based on user capabilities and daily findings
- Effectively communicating with client on timely manner on emails (Issues, Trends)
- Providing feedback to the user on daily productivity and keep them aware on daily goals
- Focused on team revenue and monthly projections
- Utilizing omega workflow tool for tracking hourly productivity for the team
- Meeting the TAT on client reports by achieving daily team expected productivity
- Adjust to the needs of meeting service level agreements under supervision of Manager.
- Involvement with HR and support functions for employee related concerns.
- Resolve escalated customer issues and CAPA to be taken
- Hold team briefings daily with the team (Max of 15 mins)
- Communicate all process and client changes to direct reports within specific timelines and keep record for such updates
- *Worked on Client Software Application: NEXTGEN, MMIS, IMAGINE MEDISOFT, REALMED, EPIC, CACTUS*

ACADEMIC QUALIFICATION

- ❖ Bachelor's degree in Commerce - Arunodaya University achieved 76%
- ❖ 12th (2nd PUC) - Jyothi Composite PU College achieved 77%
- ❖ 10th (SSLC) - Little Angels' High School 67%

PERSONAL INFORMATION

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| ▪ Mother Name | : Malini Shekar |
| ▪ Father Name | : Shekar Kumar |
| ▪ Language Known | : English, Hindi, Kannada & Tamil |

I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge