



Samraj150397@gmail.com



8098852189



Tiruvallur, Chennai

Samraj

QUALITY CONTROL ANALYST

EDUCATION

B.Tech Information Technology
Graduated July 2014-2018
CGPA - 6.05%
Alpha college of Engineering,
Chennai

HSC
Graduated July 2014
Percentage - 66.20%
CSI Goudie HR.SEC.School
Tiruvallur

SSLC
Graduated July 2012
Percentage - 68.60%
CSI Goudie HR.SEC.School
Tiruvallur

SKILLS

- Mentoring, Training & Development
- Clearing House Rejections, Demographics, Correspondence, Claims Resubmission.
- Ability to effectively work as an individual contributor and possess strong analytical, problem solving, critical thinking and decision-making skills, multitask and deliver under tight deadlines
- Demonstrates effective, professional verbal and non-verbal communication skills
- Desire to work in a team environment and with multiple stakeholders
- Highly motivated and able to work without supervision

ACHIEVEMENTS

IJP - PROMOTION (10/2021 - 02/2022)
Got Promoted as Quality Analysts through Internal Job Posting(IJP) on performance based Review by Manager and Business Head
E - Spark (06/2020 - Present)
Received 20+ E-Spark from Team Lead, Manager and Colleagues for performance and Team Work.
CLIENT APPRECIATION (04/2020 - 09/2020)
Received an Appreciation Email from On-Site team For maintaining 100 % Quality as Senior Associate for Continuous 5 Months
STAR OF THE MONTH (02/2021 - 03/2021)
Event is Conducted Every Month based on their Last 6 Month Performance
SIX SIGMA
Completed Six Sigma Program and got Certified

PROFILE

Highly Motivated, results-driven individual who enjoys a challenge and is committed to succeeding in a challenging environment. 5.5Years of experience in US Health Care industry adapting to managing and organizing digital transactions, developing, and implementing processing systems, and designing technical specifications for data problem solving. Proficient in understanding various tools. Possess the ability to handle multiple priorities and able to work collaboratively with all levels within an organization.

EXPERIENCE

Access Healthcare

Jan 2024 - May 2024

Client Specialist - Quality

- Organize between a 20+-member Production team and responsible for the milestone deliverable.
- Documenting processes and disseminating information to all relevant stakeholders
- Conduct weekly team meeting to review the Quality and Production issues.
- Responsible for evaluating organizational needs and recommending suitable technical solutions.
- Reviewing, preparing, and analyzing accounts receivable aging reports following up with US insurances on unpaid and denied claims.
- Conducted data review and followed standard practices to find solutions.
- Inspected items and compared against standards to meet regulatory requirements.
- Inspected worked Data for adherence to labeling laws and company quality standards.
- Trained and coached existing and new employees on multiple investigative case types and internal control processes.
- Monitor team's performance and conduct meetings to review the Quality and Production issues.
- Ensure escalations are reviewed and control point has been discussed across the team.
- Work closely with the team leads and quality resources to deliver SLA

Omega Healthcare, Bangalore

Dec 2019-Dec 2023

Quality Control Analyst

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Scio Management Solution Senior Executive - AR

Dec 2018 - Dec 2019

- Obtain, review and input insurance authorization and referrals prior to patient services
- Process requests for Prior Authorization, Analyze faxed requests and documentation
- to determine coverage and approval utilizing criteria; utilize nurses for medical reviews when necessary
- Identified trends and issues that result in non payment of claim due to internal/external review, elevating significant issues to my supervisor
- Providing excellent customer service to insurance representative & peers
- If the maximum number of Claims/Clusters and decrease the inflow.
- Handling Team meetings and training new hires through T & S team