Arun Gopi

Billing Operations Manager | 16+ Years Experience in IT | Revenue Cycle Management | DP-600 Certified, Data Engineering and Power BI

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Experience

ABAGES Learning Solutions Pvt Ltd   June 2023 - Present
Manager-Billing Operations

- Designed and maintained scalable end to end data pipelines and data warehouse solutions to support comprehensive billing and revenue analytics.

- Developed advanced Power BI dashboards and reports to monitor key performance indicators such as receivables, collections, billing accuracy, and accounts receivable.

- Utilized Excel, Google Sheet, SQL and data engineering best practices to integrate, transform, and optimize large volumes of billing data for actionable insights.

- Automated data processing workflows to improve reporting timeliness and accuracy, enabling senior management to make data-driven decisions.

- Led training sessions on Power BI usage, report creation, and dashboard interpretation, enhancing team capabilities in data analysis and visualization.

- Managed medical billing operations, resolving billing discrepancies, ensuring compliance, and collaborating with coding, finance, and clinical teams.

- Provided coaching on medical billing software and processes, increasing overall team productivity and accuracy.

Tequare Technologies pvt ltd   Jun 2019 - Jan 2023
Manager-Billing Operations   Ernakulam, Kerala, India

- Utilized Excel and Google Sheets to analyze, visualize, and report on weekly and monthly receivables, collections, billing, payments, and accounts receivable, providing actionable insights to senior management.

- Developed and maintained Power BI dashboards and reports to track key billing metrics and identify trends for continuous improvement.

- Managed day-to-day medical billing operations across multiple departments, supervising a team of 40 employees and coordinating departmental activities.

- Identified training needs and delivered coaching on medical billing procedures and EHR software to improve team performance and compliance.

Seder Telecom (Seder Group)   Sep 2012 - Feb 2018
Administrator   Riyadh, Saudi Arabia

- Coordinated office activities and operations to ensure efficiency and compliance with company policies.

- Supervised administrative staff, delegated responsibilities, and monitored performance.

- Managed agendas, travel arrangements, and appointments for upper management.

- Handled phone calls, correspondence (email, letters, packages), and internal communications.

Muthoot Finance Ltd   Jun 2010 - Aug 2012
System Administrator   New Delhi, Delhi, India

IT and system administration Installing systems in branch locations Giving proper support for hardware and software Providing appropriate software training to branch staffs Monitoring staff through Remote Desktop app Implementing new applications in branch offices.

Certifications

Microsoft Certified: Fabric Analytics Engineer Associate   Dec 2024 - Dec 2025
Microsoft ⊕

Data Scientist   Nov 2023 -
Simplilearn ⊕

Python for Data Science   Jan 2023 -
IBM ⊕

SQL for Healthcare Professionals   Mar 2025 -
LinkedIn ⊕

Academy Accreditation - Generative AI Fundamentals   Oct 2024 - Oct 2026
Databricks ⊕

Academy Accreditation - Databricks Fundamentals   Oct 2024 - Oct 2025
Databricks ⊕

Skills

Microsoft Power BI
● ● ● ● ●
Visualization, Modeling, DAX, Power Query

Microsoft Fabric
● ● ● ● ○
ETL, Python, PySpark, DataLake, DaraWarehouse, OneLake

Data Management
● ● ● ● ●
MS Excel, MS SQL, MYSQL, PostgreSQL, MongoDB, OneLake

ETL Process
● ● ● ● ○
Python, SQL, Apache Airflow, Azure Data Factory, Medallion Architecture, OneLake

Python
● ● ● ● ●
Python, Pyspark, Pandas, Numpy, Matplotlib

Revenue Cycle Management
● ● ● ● ●
US healthcare, HIPAA, Medical Billing, Denial Mangement, Appeal Process

Microsoft Dynamics
● ● ● ● ○
HR Module, Payroll & Timesheet

Web Development
● ● ● ○ ○
ReactJS, NextJS, PostgreSQL, MongoDB

Education

Sunrise University, Alwar   2012-2015
Computer Apllication   Bachelor of Computer Application

Govt. Polytechnic College   2003 - 2006
Electronics   Engineering Diploma

S.S.H.S.S. Keerampara   2001 - 2003
Computer Science   Higher Secondary

Languages

Malayalam
● ● ● ● ●

English
● ● ● ● ●

Hindi
● ● ● ● ○

Tamil
Limited working proficiency
● ● ○ ○ ○

Projects

Microsoft Fabric End to End Project for Management   Aug 2024 - Current

An end-to-end data solution using Microsoft Fabric integrating Excel, Azure SQL, Fabric Data Lake &
Data Warehouse, and Google Sheets to deliver a 16-page management reporting environment.

Key Points:

- Architected data pipelines to ingest and cleanse data from multiple sources into Fabric Data Lake.

- Developed a centralized data warehouse for unified analytics.

- Optimized data processing with incremental loads and partitioning.

- Created advanced Power BI reports leveraging Fabric Data Warehouse.

- Implemented governance and security policies for data access control.

- Conducted training and developed documentation to facilitate user adoption.

Microsoft Fabric, Python, Data Lake, Data Warehouse, Lake Storage

Power BI Embedded NextJS App Implementation   Nov 2024 - Jan 2025

Development and deployment of a Power BI Embedded application using the Next.js framework to
enhance data visualization and accessibility through a secure, cloud-hosted environment.

Key Points:

- Built the application using the Next.js framework for efficient server-rendered React-based web experience.

- Integrated Power BI Embedded to embed interactive reports and dashboards directly in the app.

- Employed Prisma ORM for seamless database management and queries.

- Used PostgreSQL as the primary database for storing application and user data.

- Hosted the application on Azure Virtual Machines to ensure reliability and scalability.

- Implemented social login authentication to provide secure and user-friendly access.

Next JS, PostgreSQL, Power BI, Power BI Embedded, Azure VPS

Power BI Dashboard for Management

A 16-page interactive Power BI dashboard integrating multiple data sources to provide comprehensive management
insights.

Key Points:

- Integrated data from Excel, MongoDB, and Google Sheets into a unified reporting platform.

- Designed interactive visuals and filters for dynamic data exploration.

- Utilized Power Query for data transformation and cleaning.

- Scheduled automated data refreshes for real-time updates.

- Developed KPI metrics and trend analysis reports to support decision-making.

- Implemented role-based access control to secure sensitive data.

Microsoft Fabric, Python, Data Lake, Data Warehouse, Lake Storage

Regional Leadership Dashboards in Power BI

A set of Power BI dashboards including 5 overview pages and additional pages customized for individual offices, consolidating multiple data sources for regional performance monitoring.

Key Points:

- Delivered regional summaries with drill-down to office-level details.

- Customized dashboards for each office with localized KPIs.

- Employed efficient data modeling for Excel and Google Sheets sources.

- Enabled comparative analysis across regions for operational insights.

- Created automated alerts and visual cues for critical metrics.

Power BI, Excel, Google Sheets, DAX

Department-wise Dashboards in Power BI

Department-specific Power BI dashboards with single overview pages and additional pages for offices using multiple data sources, focused on tracking departmental performance.

Key Points:

- Tailored dashboards to department-specific metrics and goals.

- Provided navigation between consolidated department views and individual office data.

- Applied advanced DAX calculations to measure productivity and billing accuracy.

- Incorporated stakeholder feedback for continuous improvement.

Power BI, Excel, Google Sheets, DAX