



# CHANDRU BALASUBRAMANIAN

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## SUMMARY

Proficient front end developer with expertise in HTML, CSS, and JavaScript. Successfully delivered responsive web applications and collaborated effectively with designers to create user-friendly interfaces. Eager to leverage technical skills and problem-solving abilities in a dynamic development team.

## SKILLS

- HTML development
- CSS styling
- JavaScript programming
- API integration
- Code review
- Web performance optimization
- User experience design
- Web development
- Responsive design
- HTML/CSS/JavaScript

## EXPERIENCE

### SENIOR ACCOUNTANT EXECUTIVE, 05/2024 - 05/2025

Veehealthtek, Trichy, India

- Provided technical and functional support to U.S.-based healthcare clients using RCM and billing software.
- Monitored, analyzed, and resolved software-related issues, including login failures and data sync errors.
- Collaborated with IT, QA, and development teams to escalate and troubleshoot system-level bugs.
- Validated and verified data across multiple platforms to ensure accurate claim processing.
- Utilized CRM and ticketing systems to log, track, and resolve client requests efficiently.
- Conducted root cause analysis for recurring technical issues and documented findings for knowledge base.
- Generated daily operational reports using Excel and SQL queries to track claim status.
- Trained new team members on application workflows, troubleshooting steps, and communication standards.

### SENIOR ANALYST, 08/2022 - 04/2023

R1RCM, Bangalore

- Optimized software system performance, ensuring smooth client operations and data accuracy.

- Provided technical support for enterprise-level healthcare and billing applications.
- Collaborated with developers and QA teams to resolve software defects and validate new releases.
- Conducted root cause analysis for recurring system issues, implementing permanent solutions.
- Designed Excel and SQL reports to track claim metrics and user activities.
- Assisted in software configuration and feature deployment for seamless end-user adoption.
- Performed User Acceptance Testing, documenting results for newly implemented modules.
- Created process documentation and standard operating procedures to enhance technical workflows.

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**CUSTOMER CARE COLLECTION ASSOCIATE**, 04/2020 - 05/2022

**NTT DATA**, Chennai

- Provided technical support for healthcare billing and payment software systems, enhancing user experience.
- Managed payment processing, data verification, and claim resolution within enterprise RCM platforms.
- Troubleshoot application issues, resolving login errors, data discrepancies, and system access problems.
- Utilized CRM tools to document, track, and resolve customer inquiries effectively.
- Collaborated with technical and billing teams to address escalated account or software-related issues.
- Conducted data validation and analysis, ensuring accuracy of payment postings and claim submissions.
- Identified software bugs or workflow issues, reporting findings to IT/QA teams for resolution.
- Generated performance reports using Excel, summarizing call outcomes and collection results.

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**CUSTOMER SERVICE EXECUTIVE**, 02/2018 - 03/2019

**HCL Technologies**, Chennai

- Delivered technical and customer support for healthcare billing software utilized by U.S. clients.
- Resolved system-related issues, including account access and application performance.
- Collaborated with technical teams to address software bugs and configuration errors.
- Logged and tracked client tickets using CRM tools such as ServiceNow and Jira.
- Performed data validation and reconciliation for accurate billing processes within RCM platforms.
- Conducted root cause analysis on recurring system issues, providing insights to product development.
- Prepared operational reports using MS Excel and Power BI for management review.
- Provided training to clients and new employees on application workflows and best practices.

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## EDUCATION

**Ururu Dhanalakshmi College**, Trichy, 11/2017

**Bachelor of Science: Computer And Information Sciences**

Score: 59.00%

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**National Higher Secondary School**, Trichy, 03/2006

**High School Diploma**

Score: 59.00%

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**National Higher Secondary School**, Trichy, 04/2004

**High School Diploma**

Score: 59.00%

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## ACTIVITIES AND HONORS

- Travel Vlog
- Bike riding
- Cycling

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## CERTIFICATIONS

- Full-Stack-Developer
- Automation testing
- Microsoft Office

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## PROJECT-1

- Udemy clone – online learning platform
- Tech stack: HTML, CSS, JavaScript
- Developed a responsive front-end clone of Udemy to simulate an e-learning platform
- Implemented course cards, instructor sections, and a category-based course listing system
- Designed an intuitive, mobile-friendly interface for an improved user experience
- Focused on layout structuring, clean UI, and dynamic content be
- GitHub:<https://github.com/chandru12588/project1.git>

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## PROJECT-2

- TripAdvisor clone – travel recommendation website
- Tech stack: HTML, CSS, JavaScript
- Built a travel guide website inspired by TripAdvisor to display destinations, hotels, and attractions
- Designed an interactive search feature with categorized travel sections
- Used modern CSS styling and responsive design principles to ensure compatibility across devices
- Optimized the layout to deliver a professional, real-world web application look
- GitHub:<https://github.com/chandru12588/trip-advisor-clone.git>