

CURRICULUM VITAE

<p>PRIYANKA RATNA</p> <p>E-mail Priyankaratna77@gmail.com</p> <p>Mailing Address</p> <p>3rd cross, Chikka Begur Road, Singasandra, Bangalore 560068</p> <p>Permanent Address</p> <p>Priyanka Ratna C/O- Mr. Prodip Ratna, Thakurpukur B.H Road NazrulSarani Kolkata PIN-700063.</p> <p>Personal Data</p> <p>Fathers Name : Prodip Ratna Date Of Birth : 28/11/1990. Sex : Female. Nationality : Indian. Marital Status : Unmarried.</p> <p>Languages Known</p> <p>English, Hindi, Bengali.</p> <p>Hobbies Traveling, Cleaning and organizing, listening music, Computer Networking.</p> <p>Primary Contact: +918073919335</p>	<p>Objective</p> <p>Holding a Team Leader position in a reputed company with 6 years of experience in US Healthcare.</p> <p>Current Experience : Joining Date- 28th November'2022 Organization Name- Sagility Healthcare Position- Team Lead Operation (OM1) Roles & responsibility: Handling a team of 33+ associates. Handling client escalations. Process management. Research on quality. Team building and working towards positive growth. Working on MOS tools, KPI & KRA analysis, having effective communication skills.</p> <p>Experience with Hinduja Global Solutions</p> <p>Customer Support(Inbound and Outbound), Claim & Benefits Specialist- US Healthcare (International process), AR CALLING, DENIAL MANAGEMENT, RCM</p> <p>September, 2018- 24th October,2021 (Immediate Joiner)</p> <p>Roles and Responsibilities -</p> <ul style="list-style-type: none"> • Understand the basic professional standards and established procedures, policies before taking action and making decisions. • Processing claims/developing projects as per the process guidelines. • Adhering to the SLA, and understanding Quality & Auditing parameters • Maintaining TAT • Assumes responsibility for work activities and coordinating efforts • Meeting assigned productivity goals. • Understands the Values and Characteristics of perfect service and uses the Perfect service filters at work • Adhering to the SLA. • Adhere to attendance and punctuality norms • Acquiring knowledge & skills of related areas of the process • Interpersonal relationship at work with peers, supervisors and should not have any recorded instance of misconduct. <p>Position Summary - The fulfillment by an insurer of its obligation to receive, investigate and act on a claim filed by an insured. It involves multiple administrative and customer service layers that includes review, investigation, adjustment (if necessary), remittance or denial of the claim.</p>
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Experience with Cognizant Technology India Pvt Ltd

Duration: 5th March, 2022- 15th November, 2022

Roles and Responsibilities:

Expert in Process Analyzing and Consulting, US HealthCare, Revenue Cycle Management, Claims Adjudication, Medical Billing, Denial Management, Handled client escalation, Filing Appeal, Eligibility verification, Worked as Trainer and SME. Maintained Team's Daily Production report, Maintaining TAT, sending emails to Client, assigning accounts to team, helping new joiners to understand the process and auditing their worked accounts, etc. Closely worked with billing and payment posting team.

Skills

- Customer Centric.
- Highly motivated to work as a team.
- Excellent managing skills.
- Good Communication skill and leadership qualities.
- Good analytical skills.
- Fast learning ability.
- Typing Speed of 45-50 wpm
- Adaptability of new things.
- Multi-tasking
- Problem solving
- Quality focus

Computer Proficiency

Operating Systems : Windows XP, 10, 9, 8, 7

Application : MS Access, MS Excel, MS word, Outlook, MS Document

Qualification

Degree	Year Passed	Institute / University	% / CGPA
B.A.(Hons) Journalism	2015	Vivekananda College(C.U)	55%
Std XII (WBHSC)	2009	B.U.B.V.M School(Kolkata)	64%
Std X (WBSC)	2007	Barisha Girls Hgh School(kolkata).	65%

- Certificate course in Graphics Suite,DTP from Brainware,Gariahat, Kolkata..
- Certificate course in Computer Basic from IBM,Kolka

Declaration

I hereby declare that all the details furnished above are true to the best of my knowledge.

(Priyanka Ratna)