

Becky Samuel

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Summary

- Being an enthusiastic Healthcare Specialist have accomplished around 4 years in the field of Healthcare Claim Management.
- As a debt collector I have good verbal and written communication skills have an assertive but tactful approach.
- I am able to stay calm under pressure and work to strict deadlines.
- Good Knowledge of MS office, specifically Word and Excel.

Educational Qualification

Course	Board/University	School/College	Year of passing	Class
M.Com	Pune University	Pune University	2017	First Class
B.Com	Pune University	Pune University	2013	First Class
12 th	Maharashtra State Board	Anjuman Islam College of Girls	2010	First Class
10 th	Maharashtra State Board	G. S. Moze High School	2007	First Class

Employment Details

1. AXA Business Services Pvt Ltd (June 2014 – May 2018)

Designation: Process Specialist

Job Profile:

- Assessment of Health Insurance claims.
- Analyzing various health conditions and compiling medical data.
- Passing various eligibility decisions on pre-existing medical conditions.
- Passing various Underwriting decisions.
- Monitoring of Queue Status regularly.
- Providing process improvement ideas.
- Preparation of MOM and cascading lists.
- RCA of errors made by team members.

2. Credence Resource Management (July 2018- Oct 2019)

Designation: Customer service operations Job Profile:

- Handled anywhere between 150 - 250 calls daily
- Assisted Borrowers over the phone via 3rd party, to resolve and negotiate repayments
- Collected on charged off credit and debit card
- Utilized multi system switchboard tool Accurate to perform due diligences and skip tracing
- Followed State and FDCA Guidelines.
- Helped customers with money management and payment plans.
- Advised customers of necessary actions and strategies for debt repayment

- Negotiated payment arrangements with debtors
- Knowledge of Bankruptcy Laws, Fair Credit Reporting Act, and Fair Debt Collection Practices Act.
- Follow up with broken promises and PTP accounts daily and reaching daily goals
- Maintained excellent work ethic and dedication to my role as a professional debt collector
- Assisted customers with understanding their bill.
- Worked with customers to ensure a pleasant experience by assisting with paying off debt in full or setting up arrangements.

3. **Tech Mahindra Pvt Ltd.** (Feb 2020–Till Date)

Designation: Process Specialist

Job Profile:

- Assessment of EN and Non EN files.
- Analyzing various health conditions and compiling medical data.
- Passing various decisions on requested amount .
- Enrollment of new employees .
- Processing changes and passing decisions for age reductions members.
- Processing COBRA enrollment requests.
- Raising queries on JIRA.
- RCA of errors made by team members.
- Analyzing the benefits effective dates based on insurance cover provided.
- Approving insurance amount as per the age of employee.
- Providing eligibility decisions on COBRA requests.
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Personal Details

Date of Birth: 07th Sept, 1992

Marital Status: Married

Nationality: Indian

Languages Known: English, Hindi, Marathi

Hobbies: Listening music, learning new and innovative things

Declaration

I hereby declare that information given above is true to the best of my knowledge and belief.

Date:

Place: Pune

Signature

Becky Samuel