***Rupali Patnayak***

*Kaylan, Maharashtra ¤Mb: 9699056389 ¤[rupalit.pardeshi@gmail.com](mailto:rupalit.pardeshi@gmail.com)*

***Personal Synopsis***

*To find a position allowing me to utilize my advanced skills in training, management, and leadership contributing to increased productivity, revenue growth, and customer loyalty.*

***Professional Experience***

*ACME (Finicity- Mastercard) November 2022- Till Date*

*CONTRACT*

*Responsibilities: -*

* *Working for Verification of Income and Employment (VOIE).*
* *Resolving JIRA TICKETS OF IMPACTED trade Stream customers in JIRA Atlassian application.*
* *Supporting Data Science team to get the desired no’s of impacted and trade stream customer and run SQL query in SNOWFLAKE application.*
* *Data Extraction through Snowflake Software for US Customer*
* *Doing Multi-Purpose Work Extract Employee Basic Details and Earnings, DD (Direct Deposit)*
* *Working On US Loan Process Within a Time Frame and Doing Quality Check*
* *Worked On International Multiple Dataset Labelling Project.*
* *Proven track record with performance evaluations, team management, mentoring, and coaching*
* *Comply with Info Security standards and policies of the organization and ensure workplace adherence for self and team.*
* *Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry.*
* *Review data for deficiencies or errors, correct any incompatibilities if possible and check output.*
* *Apply data extraction techniques and procedures as defined and Comply with all data integrity, quality and security policies defined.*
* *Prepared to undergo training to understand the procedure, processes and the toolset.*

*Teleperformance.*

*June 2021- July 2022*

*Designation: Training Officer*

*Responsibilities: -*

* *Determined training needs and developed related classes.*
* *Onboarded new employees with training and new hire documentation.*
* *Delivered feedback to decision-makers regarding employee performance and training needs.*
* *Cross-trained existing employees to maximize team agility and performance.*
* *Developed and implemented effective lesson plans to cover necessary material.*
* *Trained over 60 students with graduation rate of over 98%.*
* *Created and offered additional materials and SOPs to enhance training.*
* *Assessed training needs, using employee surveys and interviews to gather data.*
* *Created practice exams, exercise documents and interactive videos from older content and transferred print materials to digital.*
* *Analysed company training methods and made adjustments to rectify issues, increase efficiency and exceed training goals.*
* *Developed and implemented performance improvement strategies and plans to promote continuous improvement.*

*WIPRO. March 2016-Feb 2021*

*Designation: Process Trainer*

*Responsibilities: -*

* *Evaluate modes of training delivery, such as in-person or virtual to optimize training effectiveness, training costs, or environmental impacts.*
* *Organize and develop, or obtain, training procedure manuals and guides and course materials such as handouts and visual materials.*
* *Assess training needs through surveys, interviews with employees, focus groups, or consultation with managers, instructors, or customer representatives.*
* *Present information using a variety of instructional techniques or formats, such as role playing, simulations, team exercises, group discussions, videos, or lectures.*
* *Schedule classes based on availability of classrooms, equipment, or instructors.*
* *Provides verbal and written feedback to New Hires/Team Captains regarding performance in the training room environment & performance on the production floor.*
* *Conforms to Quality and Safe Working standards and procedures.*
* *Develops training ideas, techniques and methodologies through constant research.*
* *Performs or assist in process related Root Cause or failure analysis with Specific queue Quality Lead.*

*Hinduja Global Solutions (HGS) March 2013 – November 2015*

*Designation: Senior Claim Process Executive (Payment Posting)*

*Responsibilities: -*

* *Working as a Subject Matter Expert for an US Healthcare client ATENA and resolving payment of the denied claims*
* *Maintaining payments both electronically (ERA, EFT) and manually (paper checks).*
* *Accurate medical billing records and documenting revenue from patient payments and insurance reimbursements.*
* *Generate and submit statements and/or ledgers based upon established office accounts.*
* *Work effectively with medical payers such as Medicare, Medicaid, and commercial insurance to obtain timely and accurate payments.*
* *Locate errors and promptly refile rejected claims.*
* *Review and work on the monthly patient aging report (A/R) for overdue payments.*
* *Evaluate patients' financial status by calling the patient to update insurance, attorney, or self-pay information.*
* *Waiving an account requested by attorneys to relinquish its right to pursue any further legal action once the settlement is finalized.*
* *Re-submit corrected claims that were originally denied because of missing documentation, incorrect coding, diagnosis, etc., which are now being resubmitted with the required information.*
* *Calling insurance companies and/or attorneys to obtain corrected claim numbers and insurance information.*
* *Received and processed medical records requests with signed HIPPA documents.*
* *Posted patient payments to accounts.*
* *Posted insurance payments and adjustments to patient accounts according to client contractual agreements.*
* *Posted denial codes to patient accounts when received from insurance EOB'S and refer accounts as necessary to management.*
* *Researched payments not appropriately identified and/or posted to accounts.*

***Key Skills***

* *Delivery of up-skilling. Refresher, soft skills training predominantly to the Advisor to increase performance, motivation and morale*
* *Excellent listening and rapport building skills*
* *Good analytical ability and excellent communication skills*
* *Strong leadership, organization, and planning skills*
* *Displays superb customer service skills and capabilities*
* *Intermediate Microsoft Office skills (Word, Outlook, Excel, PowerPoint, Access)*
* *Preferably 3-4 yrs experienced employees specializing in Training & Development*
* *Good Knowledge od Us Healthcare Process Specialized in Medicare,,Payment Posting and Cash Posting, Medical Billing Process.*

***Education***

|  |  |  |  |
| --- | --- | --- | --- |
| ***Degree*** | ***University*** | ***Percentage*** | ***Year of Passing*** |
| *B.Com* | *Mumbai University* | *65.57%* | *April 2010* |
| *HSC* | *Maharashtra State Board* | *65.50%* | *Feb 2007* |
| *SSC* | *Maharashtra State Board* | *58.53%* | *March 2005* |

***Personal Vitae***

***Academic Qualification***

*Date of Birth : 18-Feb-1989*

*Nationality : Indian*

*Marital Status: Married*

*Languages: English, Hindi, Marathi & Oriya.*

*Hobby: Baking, Reading.*

***Declaration***

*I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the mentioned particulars..*

*Place: Mumbai*

*Date: 29/05/2023*

*(Rupali Patnayak)*