**VEERAMALLA MALLIKA**

H.No. 42-603/10, Fl.No. G-01, Pl No. 73/A,

Sai Sri Residency, Street No.4, MJ Colony,

Moula Ali, Secunderabad, Hyderabad

Telangana

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##### SUMMARY

An ambitious and results-driven individual with strong academic credentials combined with “real world” business experience, possess strong leadership skills and interact effectively with colleagues and clients.

To pursue a career in an organization with a strong commitment towards quality and excellence, utilizing skills for the growth of the organization and add value to it

## EDUCATION

2007 - 2009 PTU, Hyderabad, Andhra Pradesh

**Masters in Computer Science Sep 2009**

2004 - 2007 OSMANIA UNIVERSITY, Hyderabad, Andhra Pradesh

**Bachelor of Science (Biotechnology) June 2007**

2002– 2004 BIE, Hyderabad, Andhra Pradesh

**Intermediate (Bi.P.C) March 2004**

2001 – 2002 . **CBSE** – **May 2002**

**TOTAL WORK EXPERIENCE – 13 YEARS**

* **US HEALTH CARE EXPERIENCE IN TWO DIFFERENT MAJOR HEALTHCARE ORGANIZATIONS with a Total of 10Years 7 months of Experience in AR ANALYSIS**

1. **SUTHERLAND HEALTHCARE SERVICES PRIVATE LIMITED**
2. **INVENTURUS KNOWLEDGE SOLUTIONS.**

* NON HEALTHCARE EXPERIENCE IN 3 DIFFERENT MAJOR ORGANIZATIONS with a total of 3 years of experience in different streams
  1. GOOGLE
  2. GENPACT
  3. GE MONEY SERVICES

# **US HEALTH CARE EXPERIENCE**

# **Sutherland Global Services, Hyderabad.**

Project: NORTHWELL MEDICAID (AR Analysis)

Sutherland Healthcare Solutions helps their clients achieve their True Return - the financial strength you need to focus on excellent patient care today and tomorrow.

Focusing solely on the healthcare industry, Sutherland’s healthcare experts work with the nation's leading healthcare organizations to develop custom, world-class IT-based solutions that extend team's business capabilities, strengthen financial outcomes and ultimately support quality patient care. For more than two decades, Sutherland has provided successful business process outsourcing (BPO) solutions to global clients.

**PROFESSIONAL EXPERIENCE**

**Work Profile**

* **Current Assignment: Working as a Senior Claims Associate with Sutherland Healthcare Services (Former Apollo Health Street) from Jan 2013 to till date.**
* **Worked in different Healthcare AR projects within the Organization, currently working with Northwell Medicaid, New York**

**PROFILE SYNOPSIS**

* Claims Management
* Claims status as well as denial management
* Checking for Claims Status with Payers through websites and making calls
* Denial Management towards resolutions
* Resolving all types of Claims
* Preparing the daily reports-Weekly and Monthly
* Auditing the claims for the Team
* Pulling out the reports and allocating the works

1. **INVENTURUS KNOWLEDGE SOLUTIONS, SINGAPORE CITY, Hyderabad**

**Process Associate/Analyst, Semi-Voice Process**

Is a **Global RCM Co.** that helps HealthCare **Providers**.

* Joined **IKS** as an AR analyst in HMA department in **June 2012 till Dec 2012**
* To analyze medical claims towards receiving the payments.
* Handling U.S outbound collections calls and collecting dues from different carriers on behalf of the providers.
* Checking the claim status on different websites for different practices
* Checking the e-mails and e-Fax for the Explanation of benefits details.
* Escalating the unresolved claims to the concerned departments.

**NON-HEALTH CARE EXPERIENCE**

1. **GOOGLE, HITECH CITY, Hyderabad**

**Process Associate, non-voice process**

Is a **World’s largest search engine company**.

* Joined **GOOGLE** as a Process Associate for proof reading of e-books in P&S department in June 2011 till March 2012. (**10 months) ON CONTRACT BASIS**.
* Proof-Reading the OCR images against the Scanned image
* Fixing Formatting errors and the Graphics.
* Produce e-books.

1. **GENPACT, HABSIGUDA, Hyderabad**

**Process Associate, Voice process**

Is a **Global Professional Services Firm**

* Joined GENPACT as a Process Associate in Credit cards department in October 2010 till March 2011 (**6 Months**)
* Handling US Outbound Collection Calls and Collecting dues from Credit card holders.

1. **GE MONEY SERVICES, HITECH CITY, Hyderabad**

**Trainee Process Associate, non-voice process**

Is a **Financial Services Department of General Electric**

* Joined **GE MONEY** as a Trainee Process Associate in RISK Department of Credit Cards Section in December 2009 till October 2010. (**10 months**) ON CONTRACT BASIS.

GE Money Servicing (Formerly GE Capital International Services) is a leading provider of credit products and services to consumer, retailers and other dealers in 41 countries around the world.

GEMS offers wide range of financial products such as Private Label Credit Cards, Personal loans, bank cards, corporate travel and purchasing cards.

Job Responsibilities:

* Risk investigation on credit card holders of the company and reporting to the concerned department.
* Escalating the complex, unverified accounts.

COMPUTER SKILLS

* **Proficient in:** MS Windows, MS Word, MS Excel, MS PowerPoint, Internet Explorer
* **Keyboard Typing speed:** 50-60 wpm

**STRENGTHS**

* Ability to work in demanding and result oriented environment.
* Good Analyzing capability of intricacies of a particular event.
* Good organizational capacities.
* Ability to stretch my resources like time, energy and enthusiasm.
* Keen to learn new concepts.
* Committed and possess a strong determination to Endeavour any task assigned.
* **KEY SKILLS**
* Good Oral and Written Skills
* Problem-Solving
* Time management
* Leadership
* Customer Service

**PERSONAL INFORMATION :**

**Name : Veeramalla Mallika**

**Father : V. Radha Krishna**

**Date of Birth : 22-07-1987**

**Languages : English, Telugu, Hindi**

**Sex : Female**

**Marital status : Single**

**Nationality : Indian**

**Contact Number : 6281 391 894**

**PREFERENCES :**

Furnished upon request

**DECLARATION**:-

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Hyderabad

Date: FEB 2023

**Mallika Veeramalla**