Farhana

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**PROFESSIONAL SYNOPSIS**

* A result-oriented professional with 6+ of rich experience in outsourcing Business Operations services as SME (Subject Matter Expert). Currently associated with RR DONNELLEY Pvt Ltd, as Operations Manager.
* Expertise in UnifyHR, Wex portal, QC, Implementation (Files& Forms) for FSA, HRA, HSA, LMT, OE (Open Enrollment) forms & SSA (Surveillance system for attacks on health care)
* Good Knowledge on EDI, COBRA (Qualifying events and New Hire) benefit continuation for the Employees.
* Good Exposure in H.S.A(Health savings account) & HDHP, Enrollment, beneficiaries, subscriber, provider, reimbursements, List bills and rollovers.
* Good Knowledge in medical billing ICD-10-CM, CPT, and medical terminologies.
* Good at handling daily billing department functions, including medical coding, charge entry, payment posting and reimbursement management.
* Good Knowledge on FSA (Flexible spending Account) Claims (Online & Manual), Payrolls and Invoices.
* Expertise in HRA (Health Reimbursement Arrangements) benefit SPD (Summary plan descriptions), FT Williams and Alegues for employee’s rollover amounts.
* Proven skills in managing 7 QC (Quality control) tools and certified by RRD learning and management board.

# PROFESSIONAL EXPERIENCE

**COMPANY:** RR Donnelley (**RRD**)

### Operations Manager NOV- 2021 to Till date

#### Project Description:

Project core point is to focus on business outsourcing core operations with multiple plans & processes, how employers plan to provide health beneficiary notice to the employees with the desired consumer driven plans.

#### Responsibilities:

* Verifying the EE demographics under the desired ER list
* Validating EE qualifying event details i.e. qualifying event date and type.
* Depending on the event types the benefit continuation coverages are added i.e. Medical, dental and Vision
* Need to be validated benefit plans with specified employee applicability members such as single or multiple(family)
* Staying up-to-date on the latest process and IT advancements to automate and modernize systems.
* Conducting meetings and presentations to share ideas and findings.
* Performing requirements analysis.
* Documenting and communicating the results of your efforts.
* Effectively communicating your insights and plans to cross-functional team members and management.
* Gathering critical information from meetings with various stakeholders and producing useful reports.
* Working closely with clients, technicians, and managerial staff.
* Providing leadership, training, coaching, and guidance to junior staff.
* Allocating resources to accomplish the assignments.
* Updating, implementing, and maintaining procedures.
* Prioritizing initiatives based on process needs and requirements.
* Serving as a liaison between stakeholders and users.
* Managing competing resources and priorities.
* Client coordination for employee file sets through mailing on daily basis
* Coordinate and work with the operations in identifying the root cause for better performance.
* Assist on production planning, Monitoring Production & Quality reports
* Analyzing and evaluating the current business processes a company has and identifying areas of improvement
* Researching and reviewing up-to-date business processes and new IT advancements to make systems more modern

**COMPANY:** **VHS** Consulting PVT. LIMITED

Claims Process Executive

Dec- 2016 to Nov- 2021

#### Project Description:

Project which consistently execute and carry through Employees financial accountabilities with structured stage processes as a plan, as it means of employer’s policies, and here H.S.A, COBRA, FSA and few more plans which bring off all the requirements through clients and customer responses.

#### Responsibilities:

* Experience in New company creation, Employer setup, Enrollments, Posting the contribution for employees, Rollovers, Payroll contributions, and Invoices, Manual claims, and online claims.
* Successfully provided leadership and guidance to my Subgroup.
* Reporting to the Team Lead about the overall team performance on quality and coordinating for process betterment.
* Participate in conference calls with clients on subject related issues.
* Identifying examiners within Sub-Group with weak skill set and act as mentors. Mainly work on Consumer driven plan such as FSA, HRA, COBRA (QB & NPM’s) and H.S.A, which includes Subscriber & Provider Reimbursements and H.S.A Payment postings.
* Handled assigned cases in a timely manner to identify opportunities to resolve the issue by working with plan documents, carriers, providers, and members
* Proficient in collaboration with stakeholders and established strong working relationships across different relevant functions and teams
* Remaining current on knowledge of Flexible Spending Accounts (FSA), Health Reimbursement Accounts (HRA), Health Spending Accounts (HSA), and benefits Summary Plan Descriptions (SPD), FT Williams and Alegues to resolve billing issues

**COMPANY**: **ADFC** Bank Pvt Ltd (**HDFC-**Client)

### CC Data Processing Officer

### JAN-2016 to SEPT 2016

#### Project Description:

Drive Strategic decisions at ADFC through analyzing and presenting data. This position will have an emphasis on small business credit modeling and fraud prevention. Design and build new data set processes for modeling, data mining and data analysis.

#### Responsibilities:

* Analyzing data through use of statistical analysis and predictive modeling.
* Perform ad hoc analytical work to aid in the strategic planning of the company.
* Ability to communicate with management to present analysis in a concise and actionable way.
* Implement and maintain system/Processes for data analysis and data management
* Identify trends and develop assumptions to model various strategic initiatives.
* Responsible for gathering data from a variety of data sources, performing meaningful analysis and presenting the analysis to management and the board.
* Interact with a variety of departments including finance, accounting credit and marketing.

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**Technical Skills:**

**Platform** : Windows 7, windows 11 and Mac

**Suite** : Microsoft office Word, PowerPoint, excel, outlook.

**Spreadsheets** : Excel, Google sheets, macros and vertical lookups.

**Email** : Mail merge, filters, folders and rules.

**QuickBooks** : Invoicing, reports and payroll.

**Enterprise** **system** : Payment Processing.

**Management** **Tools** : 7 Quality control tools (stratification, histogram, tally sheet, fishbone diagram, Pareto chart,   
 Scatter diagram and Shewhart chart).

# EDUCATIONAL BACKGROUND:

* B.E (Electronics and communication Engineering) with 6.6 CGPA, from Sri Venkateshwara college of Engineering, Tirupathi (JNTUA)in 2015.
* Board of Intermediate (12th) with 82.00%, from Bhopal college, Tirupati, AP. (2011)
* SSE (10th) with 84.00%, from St.Mary’s Matriculation Higher Secondary English medium high School, Pallipattu, TN. (2009)

# PERSONAL INFORMATION:

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| • | Date of Birth | : 08th August, 1994 |
| • | Nationality | : Indian |
| • | Marital Status | : Single |
| • | Language Proficiency | : English, Tamil, Telugu and Hindi |

**DECLARATION**

## I hereby declare that the information and facts stated herein above are true and correct to the best of my knowledge and belief.

**Farhana**