# Saima Abdullah Hashmi

Green view cooperative housing society,

C wing - 301, Narayan Nagar,

Behind old police station,

Mumbra, Thane.

# Profile Summary

* My Career Objective is Intend to build a career with a leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential.
* Willing to obtain a meaningful and challenging position that enables me to utilize my skills and abilities in the Industry that offers professional growth while being innovative, resourceful and flexible.

# Strengths

* Innovative, Positive Attitude, Problem solving ability, punctual & hard working.

# Skill set / Functional Experience

* MS Outlook, MS Office,
* Typing Skills (WPM: 35),
* Operations/Service Delivery
* Time Management
* Keen observer
* Analytical ability

**Personal Details**

* Mobile No : 8169152198/9870355048
* E-Mail Id : [ksaima1@yahoo.co.in](mailto:ksaima1@yahoo.co.in)
* Gender : Female.
* Nationality. : Indian.
* D.O.B : 21/06/1990

**Professional Experience:**

**HPI Solutions: (April 2023 till date)**

**Current Designation – RCM Operations Manager**

**Inventurus Knowledge Solutions: (July 2019 – March 2023)**

**Current Designation - Team Manager**

**Process: THC**

* Responsible for setting goals that align with organizational objectives
* Handling entire function of healthcare RCM from Charge posting & Payment posting , billing to AR and collection.
* Ensuring all the claims / charges are posted before the deadline.
* Ensuring payments are posted on time.
* Track record of incoming payment, debit accounts and outstanding balance.
* Sending invoice and account update to client.
* Generating again report based on different criteria
* Formulating strategy
* Monitor Team's production and SLA delivery
* Delegate tasks and set deadlines.
* Managing client escalation’s email
* Improving performance of team member by mentoring team members
* Creating an inspiring and open communication team environment

**Previous Designation: Quality Expert - Margin**

**Process: ProPT**

* Assess user’s performance and provide feedback to respective user in order to improve quality
* Conducts QA sessions based on updates and quality parameters.
* Prepare and maintain various reports
* Design evaluation programs for quality improvement
* Creating Process flow document as per client protocol
* Interact with client for understanding their requirements and resolution in order to streamline the process

**Process: Femwell**

* Currently Handling OJT Batch – Process & Line Training (Preparing Attendance & production reports on daily basis)
* Maintaining daily Production reports for OJT Batch.
* Responsible for all denial Management received under DRS Project
* Following up with Insurance with regards to denials & appeals.
* Highlighting Provider Credentialing issues for Claims resolution towards payment.

**Process: THC**

* Following up with team & allocation of accounts.
* Preparing Attendance & production reports on a daily basis.
* Identifying trends & resolution as per the update tracker.
* Prepare and maintain various reports,
* Working on Appeals – Following up on appeal Process to Identify and execute the necessary process adjustments
* Interact with insurance to resolve outstanding issues

**Previous Experience (Roles & Responsibilities):**

**Infinx Solution Pvt: (Aug 2018 - July 2019)**

**Designation: Sr. Account Receivable (AR)**

* Conduct account research and analysis
* Prepare and maintain various reports, Appeals and following up on appeal Process Identify and execute the necessary process adjustments
* Interact with insurance to resolve outstanding issues

# Gebbs Healthcare Solution: (Dec 2017 - July 2018)

**Designation: Sr. Account Receivable (AR)**

* Conduct account research and analysis
* Prepare and maintain various reports
* Identify and execute the necessary process adjustments
* Interact with insurance to resolve outstanding issues

# Sterling Information Resources India Pvt. Ltd ( March 2017 - Nov 2017)

**Designation: Specialist (Quality Review)**

* Ensure all the required quality parameters are followed by “Record Enter Team, Fax Team, Internal and External Vendors.
* Give feedback and Mark Error to those who have missed out to follow the quality parameters.
* Raising Ticket for Error / Discrepancies to Intimate Client. And send the final Verification result to the client.

# Accenture Services Pvt Ltd ( Jan 2016 - Dec 2016 )

**Designation: Business Operations Associate (Content Moderator)**

* + Review and moderate all user-generated content (Urdu, English and Hindi language) and user profiles on social networking sites within comments, images, videos and audio, and ascertain if they violate any policies laid down by the client.
  + Maintain the moderation guidelines and policies, and ensure they are up to date
  + Regular feedback insights gained from community moderation to the Team members.
  + Stay abreast on the news and events happening worldwide which might impact the queue volumes and trends.
  + Focus on language sensitive content, read and interpret user behavior and take actions based on client defined policies.

# Education / Certification

* Bachelor Degree in Information Technology
* Diploma in BCA (Bachelor In Computer Application)
* MS-CIT

**Educational Qualifications**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Year** | **Degree** | **University/Board** | **Grade** | **Institution** |
| 2005 | S.S.C. | Maharashtra State Board. | 76.66 %. | Farooq High School For Girls. |
| 2007 | H.S.C. | Maharashtra State Board. | 59.00 %. | S.N.D.T.  Women’s College. |
| 2010 | Bsc. I.T | Mumbai University. | 67.22% | A.P.College Of Commerce &  Eco. |

# Language Expertise

* English, Urdu, Hindi, Marathi.

# Hobbies

* Visiting New Places & Outing
* Reading Story Books.
* Watching TV.
* Listening Music.