Nishita Bose

**Mobile: +91 905 297 7369, E-mail:** [**nishitabose19@gmail.com**](mailto:ambarinaaltaf@gmail.com)

**OVERVIEW**

* Highly organised and trained as Claims specialist with an excellent history of successful claims management and loss minimization. Creative and independent problem - solver who is well co-ordinated with leadership and other company employees. Flexible to cover weekends and other emergency situations as required.
* Abilities in handling multiple priorities, with a bias for action and a genuine interest in professional development.

**ACADEMIC CREDENTIALS**

* Master’s in Business Administration (Finance & Human Resources) from Omega PG College, Hyderabad, Osmania University in 2017 with 63 % marks.
* Bachelor of Commerce from Dewan Bahadur Degree College, Osmania University in 2015 with 70% marks.
* 12th (Maths, Economics & Commerce) from Kasturba Gandhi Junior College in 2011 with 61% marks.
* SSC from Hitech Model High School in 2009 with 73% marks.

**CORE QUALIFICATIONS**

* Extensive experience in claims management and adjusting
* Excellent Organizational and Time Management Skill
* Profound knowledge of insurance contracts, coverages, claims management programs and all related medical and legal terminology
* Ability to interpret account statements and histories
* Strong command in AR Follow Up, Processing rules and guidelines
* Successfully track record in solving complicated assignments
* Highly experienced in investigation of unusual or complex claims

**WORK EXPOSURE**

**Since August, 2015 with Hinduja Global Solutions, Hyderabad as Senior Process Consultant.**

**Since May 2017 – Management Review Team**

* Reviewed Coding Denials
* Quality Reviews
* Worked on Cash Invoices and Duplicate Transactions Invoices
* Submitted appropriate documentation for adjustments & write offs
* Worked on case management reports and high dollar reports
* Worked on Reverse Interface Claims
* Touch an average of 100 claims a day

**August 2015 – April 2017, Commercial Insurance, Claims Specialist**

* Reviewed and released reimbursement to various customers
* Consistently met and exceeded all productivity outlines
* Worked independently and as a team member
* Recognised for consistency of 100% accuracy in claims processing
* Worked on high dollar claims
* Performed collection calls and follow up on aging accounts
* Worked on mapping EOB’s, Appeal Letters and any other correspondence to client system
* Worked hand in hand with insurance staff to ensure that the proper information is delivered for claims processing
* Resolved billing issues identified by insurance carriers
* Identified trends of payment / non-payment from insurance carriers.
* Kept accurate records of all activity and conversation for each file
* Researched and resolved denials with Explanation of Benefits(EOB) rejections within standard billing cycle time frame
* Identified account discrepancies and issues that hindered claim payments
* Corrected and Resubmitted claims, denied by insurance company

**April 2018 – current, Promoted as Quality and Training Lead – SAP CONCUR**

* Working on invoice - Invoice Capture , Expense Audit and Expense IT
* Have been a part of the pilot batch and help the team in both the aspects such as quality and training
* Doing side by side reviews
* Taking client calls in regards to calibration and quality feedbacks
* Conducting quality and feedback session
* Conducting Quality and Process trainings based on the client requirement and updates

**COMPUTER PROFICIENCY**

* Microsoft Office – Excel, Word, Power Point
* Healthcare Accounts Receivable - Invision, Meditech & nThrive
* SAP Client Application - SWB

**AWARDS & RECOGNITION**

* Certificate of Appreciation – Spot award for exceeding ramp up phase target
* Certificate of Appreciation – Spot award for getting payments on high dollars by resolving it with supervisors
* Certificate of Appreciation – Spot award meeting all the parameters, productivity, quality
* Certificate of Appreciation - Extra miler award for Unscheduled Absenteeism
* Nominated twice for Buddy Program – Handled 7 New Hire’s with zero percentage
* Certified ADP – Associate Development Program for next level
* Certified TTT – Train the Trainer
* Awarded for consistently maintaining 100% Quality performance for last 6 months

**BEYOND CURRICULUM**

* B & C Certified for National Cadet Corps (NCC)
* Volunteered event for Mentally Handicapped People

**STRENGTHS**

* Discipline and positive attitude with high sense of responsibility
* My smart working nature gives me ability to work under any circumstances
* Punctual and hardworking
* Ability to self-motivate and work independently
* Quick Learner and have strong commitment towards work
* Handling critical situations

**PERSONAL DETAILS:**

Name **:** Nishita Bose

Date of Birth : May 8th, 1994

Permanent Address : H.no#31-724, Indiranagar, Kanajiguda, Tirumalgiri, Secunderabad – 500015, Telangana, India

Languages known : Hindi, Telugu, Bengali & English