**Monisha Singh**

**S34/8 1st floor DLF Phase-3**

**Gurgaon Haryana-122002**

**Phone : 9654321832**

**Email: monishasingh909@gmail.com**

**EDUCATION :**

**Bachelor’s Degree in Bsc Multimedia – Punjab Technical University – 2009 – 2012**

**SKILLS**

* Knowledge of Microsoft Office applications
* Good communication and interpersonal skills
* Communication and facilitation skills
* Training/facilitation is carried out in a professional and well organized manner
* Acquired knowledge in adult learning principles

**EXPERIENCE** : (4years 11 months)

**PROCESS TRAINER R1RCM Gurgaon**

02/01/2018 – Present

* Provides training to the new hires for Basic health care & AR denials
* Handling transitions & client calls for new processes
* Supporting new hires on floor till ramp up
* Provides verbal and written feedback regarding performance on the production floor
* Conforms with Quality and Safe Working standards and procedures

**Senior Analyst R1RCM Gurgaon**

24/08/2015 – 31/12/2018

* Follow up on Insurance denials
* Mentoring new hires

**Customer care executive AON Gurgaon**

01/10/2014 – 31/07/2015

* Handling calls for the employees for their health savings & spending accounts

**Customer care executive ienergizer Noida**

01/08/2013 – 30/09/2014

* Handling calls for the credit cards issues

**Project**

* Helped in 2 transitions within 8 months also working with 3rd transition.
* Worked for 5 different processes within 3 years with 7 different hospital interface (Host)

**Languages known**

* English

Proficiency Type: Expert

Fluent In: Read, Write, Speak

* Hindi

Proficiency Type: Expert

Fluent In: Read, Write, Speak

* Bengali

Proficiency Type: Proficient

Fluent In: Speak

**Personnel Detail**

* Date of Birth : September 25, 1989
* Home Town : Ramgarh
* Martial Status :Single