

Summary

Experienced Senior Associate with analytical and flexible approach to solving problems. Decisive leader driven to optimize processes and streamline operations for team efficiency.

Education

B.sc

Skills

Microsoft Excel

Microsoft Word

Microsoft PowerPoint

Experience

Access Healthcare Services Pvt. Ltd.

Senior Client Associate

Apr 2017 - Sep 2019

Pune, Maharashtra

- Processed clinical documents through a five-stage workflow: split, categorize, capture, select, and CDE (CQA data quality analysis).
- Conducted cross and refresher training sessions to minimize discrepancies in patient details, insurance information, and document categorization.
- Assessed and interpreted clinical documents, including prescriptions, lab reports, consult notes, and imaging records.
- Extracted and updated treatment-related information to convert physical health records into electronic medical data in compliance with HIPAA regulations.

Allstate

Senior Associate

Sep 2019 - Mar 2022

Pune, Maharashtra

Process-Chaplin (Property Claims Services) (A2)

- Assigning daily allocation to the team
- Validating and Assign claims to BOT.
- Validating date for duplicates claims to avoid duplicity.
- Auditing claims of new hire batch.
- Preparing direct hr. report on daily basis.
- Allocated work within the team and tracked volume data and productivity metrics.
- Performing the quality audits in the absence of quality auditor.
- Handling the queries in the absence of the trainer.
- Oversaw additional living expenses invoices, ensuring accurate and timely payments.
- Processed property insurance payments via check and electronic fund transfers, maintaining accuracy. Working experience in all Bill Payment task in The Project.
- **AIDA Certified**

Shree Ganesh Engineering Works

HR and Admin

Jun 2024 – Till Now

HR & Administrative Responsibilities

Recruitment & Selection

- Managed end-to-end recruitment activities from sourcing to termination.
- Coordinated with department managers to understand hiring requirements and filled out requisition forms accordingly.
- Conducted initial screening interviews (telephonic or face-to-face) with potential candidates.
- Scheduled and coordinated interviews between candidates and hiring managers, ensuring availability and preparation of all parties.
- Handled candidate communication throughout the recruitment process.

Onboarding & Offer Management

- Prepared and issued offer letters, confirmation letters, and other employment-related documents.
- Discussed compensation, joining date, and other employment terms with selected candidates.
- Supported new hires with joining formalities, document submission, and orientation.
- Conducted induction training for new employees.


Employee Lifecycle Management


- Maintained accurate and up-to-date employee records and documentation.
- Issued relieving letters and experience certificates upon separation.
- Monitored and documented employee progress and confirmations.

Office Administration & Front Desk Management

- Occasionally managed front desk operations during peak hours or staff absences, serving as the first point of contact for visitors and callers.
- Ensured a professional and welcoming office environment.
- Oversaw housekeeping to maintain cleanliness and organization.
- Monitored inventory and ordered office supplies (stationery, etc.) as needed.
- Helped maintain a neat and professional workspace for employees and visitors.

Neha Shinde

nehashinde9322@gmail.com 

9766223653 

Rahatani, Pune, Maharashtra, 411017 
