Jyothi Mani R

www.linkedin.com/in/jyothimani   +91 9791109009   Chennai   jyothimani1197@gmail.com

Objective

As a dedicated computer science enthusiast with a bachelor's degree to further deepen expertise in computer science and pursue advanced studies in areas such as cloud computing, data analytics, and software development. Interested in exploring research opportunities and industry collaborations to address real-world challenges in the field. I am eager to take the next step in my career and make a significant impact on the tech community. My goal is not only to advance my own career but also to contribute meaningfully to the advancement of the tech industry as a whole.

Work Experience

Mphasis (Foreign language officer - Deutsch)   Dec 2022 - Jul 2023

Engaged with Swedish Fintech Company, where my sole responsibility is to communication with customers located in Germany, Austria, Switzerland and merchants via email and telephone channels to assist their queries. In addition to offering comprehensive assistance to customers and resolving inquiries, a significant component of my role entails proficient translation between German and English.

Amazon (Catalog Analyst)   Feb 2020 - Aug 2022

- Collaborating with business partners to create a personalized Catalog in FireTv.
- Creating a secure environment for the Content Catalog in **AWS S3 bucket** and maintaining it without any duplication or overlapping.
- Conducting adequate **Catalog Integration Testing, Judgments**, **VMT** (Vocabulary management tool) and **MHOWLS** for quality assurance and good customer experience.
- Perform **LAT** (Live App Testing) to check the behavior of the Application, troubleshoot bugs in FireTV Devices and fix it.
- Perform Daily live and Weekly live **Deeplinking** to ensure buy box winning and contents playing without interruption of any external credentials.
- Mapping Catalog contents with appropriate IMDB rating and with other third party providers in **Combee Match Editor.**
- Responsible for handling external **S3 tickets, MCM (Modelled Change Management), Spy Onboarding, G2S2 Onboarding** tickets in EN and DE market places.

Access Healthcare (AR Client Partner)   Jun 2019 – Jan 2020

- Review **CMS 1500** (Professional claim) and check the status by calling the payer or through IVR /Web Portal and handling inbound calls.
- Maintaining both corporate and consumer accounts and keep within credit terms and lines. Maintain strict patient confidentiality according to HIPAA regulations

Omega Healthcare (AR Associate - HFRI)   Dec 2018 – Jun 2019

- Review UB04 (Hospital Claim) of Medicaid, managed care, hospice, BCBS and UHC. Maintaining records by microfilming invoices, debits, and credits.
- Working with collections personnel to verify the status of delinquent accounts and solicit payments on overdue accounts. Posted payments and make adjustments to accounts and analyze credit accounts for refunds.

Education

Bachelor of Science, Computer science - KCS (CGPA – 5.71)   April 2018

Higher secondary school - Victory (73.4166667%)   April 2015

Senior Secondary School - Velammal Vidyalaya (8.8 CGPA points)   April 2013

Milestones

- AWS solutions architect certificate - **Associate**
- Initiated, Developed and Deployed a total of **5 Kaizen Projects** which contributed to a total Annual Save of **$24.38K**.
- Achieved "**Raising beyond the Bar**" ranking in Annual Review 2021-2022 by contributing **4 Kaizen** and **8 JDI** small scale automations.
- Rewarded with "**Mountain Mover**" for a total of 5 Months for maintaining a productivity above 130% and "**Excellence in Quality** "for 2 months for maintaining 100% quality which contributed to win the "**Team of the Quarter** "in 2022.
- Awarded for exclusive contribution to **Live Events** and **Pre Launch Request**.

Language Proficiency

English -   Fluent   **IELTS** – Band 7

Deutsch - Advance   **B1** certification from Goethe Max Mueller Bhavan

Tamil -   Native speaker

Areas of Expertise

Certification – **AWS Solutions Architect Associate (SAA-CO3)** & **AWS Developer Associate (DVA-C02)**

Cloud - AWS / kubernetes / Docker

Programming Language – Python / C++ / Java

Projects –   **https://github.com/jyothimaniR/AWS-Projects-**

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