

# CURRICULUM VITAE

**Name:** - Asra Begum

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**Mobile:** - + 974-30499191 / 33460941  
(WAKRA-Doha, Qatar)

**Experience:** Overall 7 years of Healthcare Experience as Healthcare Provider Service Representative and understands how to motivate, plan, track, and monitor achievement of operational goals. Possess seasoned abilities with identification of operational issues and the methods to address them.

## PROFESSIONAL SUMMARY

### 1. Professional Experience 1: Optum Global Solutions

**Role:** Provider Service Representative (Medical Field) **Duration:**

September 01, 2021 to December 01, 2024.

**Environment:** IBM Personal Communications (NDB), Facets and CSP Facets.

### 2. Professional Experience 2: Tech Mahindra **Role:** Customer Service

**Executive Duration:** 3 and half years

## ROLES AND RESPONSIBILITY

- Working in Healthcare Operations for Provider Data Operations - Roster Operations Platform's, - using various insurance applications like NDB, Facets and CSP.
- Screening the Daily client calls with Delegated Roster Manager concerns and escalations respective delegated groups, New Health Plan discussions, Aged Inventor
- Strong knowledge on NDB (Network database) responsible for the accurate processing and completion of provider records across various applications like Facets from NDB.
- Assist in resolving complex or escalated issues.
- Developed business cases, presentations, and reports with the higher officials.
- Maintaining HIPPA compliance about the Healthcare Data.

## ACADEMIC QUALIFICATION

- MBA (HR) from Shadan Women's College of Engineering and Technology Khairtabad, Hyderabad
- Bachelor of commerce B. Com (Honors) from DBPM college for Women's Secunderabad
- Intermediate from St. Ann's Junior College for Girls Bollarum, Secunderabad
- Secondary school from St. Anns High School Bollarum, Secunderabad

## ACHIEVEMENTS

**OPTUM GLOBAL SOLUTIONS PVT LTD**

- Joined as associate designation 22 and promoted to 23 grade within the span of 2 years.
- Achieved best performance awards as site level.

#### **TECH MAHINDRA**

- Rewarded for high quality of 99.6% with 110% of productivity in the year 2011.
- Rewarded for high productivity of 120% with Quality at 99.2% in the year 2012.

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#### **SKILL SET**

- Sound logical approach to problem solving in relation to both business and technical issues.
- Strong knowledge of work audits.
- Strong working knowledge on Global Client Management.
- Strong working exposure to the Operation System Software.
- Strong working in Bug Fixing.
- Good at time management and prioritizing tasks.
- Knowledge on MS Office ,2007,2010, Outlook.

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#### **PERSONAL PROFILE**

Date of Birth : 26-06-1988  
Place of Birth : Hyderabad, India  
Religion : Muslim  
Status : Married  
Visa validity : 23-June-2025 (family visit visa) Languages Known : English, Hindi & Telugu.  
Nationality : Indian

#### **DECLARATION**

I hereby declare that all above the information is true and correct to the best of my knowledge and abilities.

In the end, I assure you that if I selected by your reputed firm, then you will be convince of my efficiency and dedication to work.

Place: QATAR

Date:

**(Asra Begum)**