**RESUME**

**PRASAD.A Mobile:** +91-7795753547

#9, SAL Complex, Raghavendhra circle **EMAIL**: arthalaprasad91@gmail.com

Ramamurthy Nagar,

Bangalore- 560016

**CAREER OBJECTIVE**

Seeking a challenging position as a professional, where in giving the chance of proving my mettle to the best. To accomplish my responsibilities to the best of my efficiency, and to work hard to achieve individual, group and organizational objects.

**ACADEMIC CREDENTIALS**

* **S.S.C** from ZPH High school
* **Intermediate(C.E.C)** from Sree Vivekananda Junior college, Chittoor during the period 2010-2011
* **B.COM** in computers from Emeralds Degree College, S V University during the period 2011-2014.

**WORK EXPERIENCE**

* Worked as a **Operations Support** for **Cerner Healthcare** through **US Tech Solutions,** from **Apr’ 2021 -to- Dec’ 2022.**
* Worked as a **Operations Support** for **Cerner Healthcare** through **Astoncarter Consultancy**, from **Aug’ 2019 -to-** **Mar’ 2020**.
* Working as a **Assistant Quality Executive for** **HGS International Service Pvt Ltd** from **Apr’2016-to-Jul**’ **2018**.
* Worked as a **Process Associate** for **HP India Pvt Ltd** through **Manpower Consultancy**, from **Mar’2015-to-** **Sep’2015**.

**Projects and Assignments:**



**Organization** Cerner Pvt Ltd

**Client**  MPM Team

**Operating System** Windows 07

**Tools**  MPM

**Team Size** 50

**Role** Team Member

**Period** From Apr’ 2021 to Dec’ 2022.

**Roles and Responsibilities**

* We are working on health care domain
* We are processing Patient data as per rules page and client updates.
* We are processing patients live data based on patient personal data like First name, Last name, Address or Phone number and Alias Like (Medical Record Number, Social Security Number or Patient Medicare Number)
* Processed 300+ records each day.
* Verifying the records using different tools provided.
* Linking or unlinking the records based on rules.
* We ensure to use the White page application in processing the data.
* Maintained confidentiality of patient finances, records and health statuses.

**Projects and Assignments:**



**Organization HGS International service Pvt Ltd**

**Client**  **Humana Health care Process (G&A)**

**Operating System** Windows 07

**Tools** BEP, Serial Number Tracker, GN, Sales Force.

**Team Size** 50

**Period**From April’ 2016-to-July’ 2018.

**Project Descriptions:**

Humana will send the remainder letters to provider or member to claim the amount.

**Roles and Responsibilities**

As a Team member, my responsibilities in this project include the following:

* Humana will send the remainder letters to provider or member to claim the amount.
* We have to audit those letters which is generated by clients.
* Types of letters: Waiver, Timely filing, AOR, Dismissals, MA and PDP, etc….
* We will verify the provider or member address is correct or not as per the hierarchy.
* Checking the member ID, reference number and date of service, etc….
* Chatting in Skype and sending an email to the clients. If corrections needed in letter.
* Ensure all information in letter is correct.
* Approving and printing the letter without any errors.
* Proficient in the use of Microsoft Windows and Office software

**Projects and Assignments:**



**Organization HP India Pvt Ltd**

**Client**  **UK**

**Team** CSS, Warranty Management

**Operating System** Windows 07

**Tools** BEP, Serial Number Tracker, GN, Sales Force.

**Team Size** 50

**Role** Team Member

**Period** From Mar’ 2015-to-Sep’2015.

**Project Descriptions:**

HP Warranty Management EMEA products set the standards for quality and reliability, and come with warranties for Laptops and printers. Submit and manage support cases for hardware and software products using a serial number, a valid warranty, HP Care Pack or support agreement.

**Roles and Responsibilities**

As a Team member, my responsibilities in this project include the following:

* Claims processing & Quality Checking.
* Accurate and Timely processing of claims.
* Achieve efficiency targets as per the given timelines.
* To support process team lead in preparing training documents.
* Mentoring New Joiners.
* Strong Support for UK.
* Cross Trained on Multiple Countries
* Raw Data Analysis.
* Daily Productivity Report

**PERSONAL INFORMATION**

**Name :** A. Prasad

**Father’s Name :** A. Allaiah

**Date of Birth :** 01-06-1991

**Sex :** Male

**Marital status :** Single

**Religion :** Hindu

**Nationality :** Indian

**Language Known :** Telugu and English

**DECLARATION**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date:

Place: Bangalore (**A.PRASAD)**