

# Shanthi Rajan

A highly motivated individual, able to provide advice, guidance, support and training to team members and individuals. Possessing management skills and having the ability to work with the minimum of supervision. Having proven ability to lead by example, consistently hit targets, improves best practices and organizes time efficiently. Now looking forward to making a significant contribution in a new role that offers a significant opportunity for progression.

## **CONTACT DETAILS**

Address: Site No :118, sivakudil, sri Balaji nagar, sree palani aandavar mills opposite,  
Theethipalayam main road, kalampalayam, Coimbatore – 641010.  
Ph : 7708139808, 9597493970  
Email : shanthisiva422@gmail.com

## **EDUCATIONAL QUALIFICATION**

B.Sc. Microbiology (2003-2015).

## **PROFESSIONAL SUMMARY**

3 Years of experience as Medical Coder Associate in Dell International.  
1 Year of experience as Senior Medical Coder in Pradot Technologies.  
1 Year of experience as Senior Medical Coder in NTT DATA Services.  
10 months of experience as Senior Medical Coder in Quintessence Business solution and services  
1.9 Year of experience as Team Leader in Deccaniservices

## **PROFESSIONAL EXPERIENCE**

### **Medical Coder Associate – (Healthcare Domain)**

**Dell International**

I joined as a Medical Records Representative in March 25, 2013.

## **Certification**



**Certified Professional Coder (CPC®)**

## **MY ROLES & RESPONSIBILITIES IN DELL**

- Quality Analyst from Aug 2015.
- I am a TL and managing 24 associates both in quality and operations
- Maintaining Quality tracker and also provide feedback to respective users on regular basis in our team.
- Handling a weekly knowledge sharing session for Entry users in my team.
- Active Participation in Team engagement activities like B2C sessions, Food fest etc.
- Guiding process knowledge for new hires and I have guided more than 20 users.
- Involved in volume planning for the entire Team.
- Create and clear the RFI reports in radiology clients.
- Dynamically involved in Fun activity.
- Mentoring fresher's throughout their ramp up periods.
- I work across the clients based on business requirements.
- I conduct refreshers within the team for the new associates.
- I clear up the uncertainty charges of the team members.

## **TECHNICAL SKILLS**

- Processed Multi specialty Denial Management and COH in Transferred Queue for all the clients.
- Having Knowledge in Radiology coding.
- Processed PQRS , MUE and CCI edits in Transferred Queue for all the clients.

## **Worked Software Skills**

I Worked following software for coding:

- Citrix, EBC, Connex, Workfile, SRS, Chartlog, EHR, Allscripts.

Supporting Softwares:

- Code finder, Q coder, Super Coder and icode.

## **KEY SKILLS**

- Having good knowledge in our process.
- Proven ability to manage through others.
- Able to motivate and lead others in a team environment.
- Able to prioritize tasks and workloads in order of importance.
- Track record of delivering results within deadlines.
- Good organizing skills
- Decision making skills.

## **BEHAVIOURS**

- I have maintained my time and have not received any red alerts PCP/PIP for the review period.
- Based on the queue requirement I have stretched my shift hours on my own interest.
- With my own interest I have involved in Buddy program and have done buddy mentorship for 10 new users.
- Always available to office on a call as and when there is a support required to clear the pending volumes.

## **ACHIVEMENTS**

- “R&R (OTS) award” – April 2014
- BRONZE award – November 2014
- Won 1<sup>st</sup> Prize in Face Painting and Quiz competition conducted by WISE.
- I have clocked 11 hours in DELL Powering the possible activity and donated the cause card to flood relief.
- Have taken up the initiative to ensure all my team members to contribute to the society by volunteering man hours every quarter.

## **PERSONAL DETAILS**

Name : Shanthi Rajan

Father's Name : Rajan

Date of Birth : 26.09.1987

Marital Status : Married

Nationality : Indian

Religion : Hindu

Languages Known : English, Tamil, Malayalam

## **DECLARATION**

I hereby declare that the above-mentioned details are true to the best of my knowledge.

Place: Coimbatore  
Date:

Yours faithfully,

Shanthi Rajan

