

Career Objective

Process Consultant with expertise in healthcare insurance operations, handling 50+ daily provider interactions and resolving complex claim queries. Skilled in utilizing multiple insurance systems, process optimization, and delivering efficient client solutions. Seeking to leverage technical proficiency and analytical skills to drive operational excellence in healthcare or customer service roles.

Work Experience

Sagility — Process Consultant

Aug'25 - Present

- Handle **50+ daily calls** providing healthcare insurance support, addressing claim queries, authorization requirements, and member inquiries with accuracy and professionalism
- Coordinate with healthcare providers including hospitals, clinics, and physicians to verify claims, clarify billing procedures, and resolve payment discrepancies
- Utilize multiple insurance systems including **CAS, Cotiviti, Emme, CIS PRO, ARI, Ehub**, and IPA tools (Deligation SOT, PCOD SOT) to process claims, verify member information, and track authorizations
- Resolve complex claim denials by investigating root causes, communicating denial reasons to providers, and guiding them through appeals and resubmission processes
- Improved process efficiency by providing clear guidance on billing procedures, authorization protocols, and claim visibility issues, reducing turnaround time and minimizing errors
- Support healthcare providers with payment reconciliation for over/under payment issues, charge clarification, and proper member billing procedures

OByZero, Clothing Brand, Startup — Intern - Founder's Office

Jul'25 - Aug'25

- Handled **email-based customer support**, addressing refund requests, size exchange queries, and order-related concerns with professionalism and empathy
- Supported merchandise launches in collaboration with influencer QUNAL (10K+ Instagram followers), including event coordination at Rebound Café, Delhi
- Assisted in planning and logistics for merchandise sales events, resulting in **50+ units** sold on-site and **250+** overall in July
- Supported backend operations by maintaining inventory records via Google Forms and Excel, and uploading product listings on **Shopify and Flipkart**

Technical Skills

- Healthcare Insurance Systems: CAS, Cotiviti, Emme, CIS PRO, ARI, Ehub
- IPA Tools: Deligation SOT, PCOD SOT
- Provider Databases: PAAG, Physician Finder, Find Care Medical

- Microsoft Office: Word, Excel, PowerPoint
- Google Workspace: Forms, Sheets
- E-commerce: Shopify
- Design: Canva

Education

Indira Gandhi National Open University (IGNOU)

2025 - Present

Master of Arts (MA): English Language and Literature, General

Magadh University

2019

Bachelor of Arts (BA): English Language and Literature, General

Core Competencies

- Verbal & Written Communication
- Customer Query Resolution
- Data Handling & Coordination

- Time Management
- Claims Processing
- Healthcare Provider Coordination

Extra-Curricular Activities

Home Tuition

May 2022 – October 2023

- Provided personalized tutoring to middle and high school students in English, Math, and General Knowledge