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**Shiva kumar Yadav N**

#85, 1<sup>st</sup> cross  
Rajeshwari Nagar near  
Vignan Public School  
Laggere Penya 2<sup>nd</sup> stage  
post Bengaluru –  
560058

**Career profile:**

A highly dynamic, organized and professional Reimbursement Specialist holding 7 plus years of experience. Observing for a challenging position to utilize my professional strengths and knowledge in a renowned organization.

**Professional strength:**

- Possess knowledge of working on Medical Billing software such as **eCW, Jagur, office ally & Trizetto 10.0**.
- Demonstrated ability to develop, identify and implement process improvements.
- Ability to learn new concepts and improve the existing ones within a short amount of time.
- Goal oriented and ability to thrive in a fast-paced organization.
- Ability to handle multiple tasks and work under pressure.
- Capable of learning, working and assisting on different processes when required.
- Recognized as the person who blends in with the environment available and adjusts accordingly.
- Recognized as the person capable of handling work under pressure and capable of maintaining a healthy and good verbal communication with the offshore.
- Recognized as the person capable of meeting the needs of the client and the company.
- Recognized as the person capable of not only finding out the issue related to the process, however resolving it with the resources available and providing the resolution with proof.
- Recognized as the person who is capable of not only handling a client single handed or meeting the target assigned by the company however as the person maintains the work with the quality check which is assigned by the company.
- Recognized as the person who can perform well in the work assigned either as a team or solo and share ideas to motivate others to perform well, when it comes to team work.
- Recognized as the person who drives the team to thrive towards the goal.

**Professional Experience:**

**Cognizant Healthcare solutions Pvt. Ltd.,**

**Bengaluru**

**From Aug 2014 till**

**Aug2015 AR Associate**

- Calling Insurance and collecting the status of the claim.
- Verifying the Patient's eligibility and determining the benefits.
- Responsible for working on current denial management and take necessary actions according SOP.
- Demonstrated the capability to take end to end action on an account.
- Working on high dollar claims on priority basis.
- Ensured that sufficient follow-up was being done on all accounts which were under my responsibility.

**Omega Healthcare Managment Pvt. Ltd.,**

**Bangalore**

**Aug'2015 till May'2016**

**Executive AR**

- Analyzing each individual account and taking appropriate actions.
- Helping the team members in resolving an issue and clarifying their doubts within the minimum time required.
- Concentrating my work on the client needs and working mainly on the rejections and denial buckets.
- Handling the credit balance accounts and making sure that a report is being sent to the team Leads with the proper information about the right amount that has to be refunded either to the insurance or to the patient.
- Training subordinates through a program called Buddy Project.
- Assisted Process Coach for the betterment of the project.
- Handling the client till the resolution of an issue is found and solved. Then training subordinates on how to handle the client and work towards are solution.
- ☐ Constantly thriving to maintain the quality of the work at 100% and satisfying the needs of the client.

**Acrologic Business Solutions Pvt. Ltd.,**

**May '2017 till Aug' 2019**

**Sr. AR Caller**

- Responsible for finding out the issues in the client's account and have it escalated with the resolution on how to prevent it from happening further.
- Recognized as the person who brought changes in the quality percentage of the team and the provider's account.
- Training new trainees about the audit project specifics and on floor guidance which includes scenarios, process, and software.
- Provider CAQH enrollment
- Provider credentialling & follow-up with carrier to make sure to get participation with carrier.

**Revele India Pvt. Ltd.,**  
**Bangalore**  
**Sep' 2019 to Sep' 2022**  
**Trainer**

- Collaborate with management to identify training needs for all employees.
- Schedule appropriate training sessions for new and existing employees.
- Plan and implement an effective training curriculum
- Preparing hard copy training materials such as presentations, video module
- Training freshers on end to end RCM in a batch-wise manner
- Train freshers on V&A and soft skills in a batch-wise manner
- Refreshment training for all employees on monthly basis.
- Coaching the low performers and showing an improvement in call & email quality
- Schedule and perform pre and post-training assessments and monitor progress

**Qualification:**

Completed Post Graduation during academic year of 2016-2017 from C V Raman University.

Completed Under Graduation during academic year of 2010-2011 from Bangalore University.

Completed Schooling during the academic year of 2008-2009 from KARNATAKA SECONDARY EDUCATION EXAMINATION BOARD.

**Technical Skills:**

Miscellaneous:	Microsoft Office.
Languages:	C, C++
Extra-Curricular activities:	Cricket, volleyball & Carom.

**Personal Information:**

Father's Name:	B N Narayanappa
Mother's Name:	Padmavathi B
Date of Birth:	18-Feb-1993

**Linguistic Capabilities: English, Kannada, Hindi & Telugu.**

Date:

Signature

(Shiva Kumar Yadav N)