

# CURRICULUMVITAE

## DAKSH SINGH

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(Current location- Hyderabad)

## OBJECTIVE

- Seeking a challenging and rewarding career in corporate organizations, work in a multidiscipline and professional environment that envisages professional and personal growth.

## EXECUTIVE SUMMARY

- Comprehensive knowledge of the principles and methods of customer services.
- In depth knowledge of US Healthcare Revenue Cycle Management and knowledge in Claim processing.
- Ability to interact professionally with customers and coworkers, both in verbal and written.
- Skilled in prioritizing work and completing task with minimum supervision.
- Good working knowledge of computer applications like MS Word, Excel and Web Browser.
- Stress tolerance and has ability to meet the tight deadlines.

## EXPERIENCE SUMMARY

- Organization :- GENPACT JAIPUR (October 2015 to June 2018)
- Designation :- PROCESS ASSOCIATE
- Organization :- GIRNARSOFT JAIPUR (October 2018 to August 2019)
- Designation :- CAR CONSULTANT
- Organization :- R1RCM GURUGRAM (October 2019 to November 2021)
- Designation :- Sr. AR ANALYST
- Organization :- Pacific BPO (May 2022 to Present)
- Designation :- Sr. AR ANALYST

## WORK RESPONSIBILITIES

- Worked as Senior AR Analyst in a US Healthcare Collection Process.
- Proven abilities in maintaining excellent employee and customer satisfaction indexes.
- Perform the task of monitoring, organizing and coaching team on daily basis.

- Handle responsibilities of communicating the company's purpose, core value, vision to the front employees.
- Identify the new ways to increase the Production and Quality to meet SLA.
- Drafting general reports on performance and targets of team member's as well as ensure that they exceed the targets.

## **ACHIEVEMENTS**

- Have got appreciations from client for having zero issues in the projects handled.
- Have got appreciations from client for achieving 100% quality.
- Receive Bronze awards at least once in every six months for best performance.
- Have got appreciations from Nissan & Datsun clients on daily basis.
- One of top 3 performers for Quarter 2020
- Cleared Cannot ID Michigan annual test in record time scoring 98%.
- Achieved top 3 in terms of client ratings in short span for Pacific BPO.

## **SKILLS**

- Passionate to learn and explore new things.
- Ability to adapt to any situations and learn from it.
- Positive attitude and work oriented.
- Going an extra mile to help and work.
- Can effectively get into a team as well as lead and motivate.
- Good observing and analytical skills.

## **QUALIFICATIONS SUMMARY**

- **B.B.A** : - May 2015 (Passed with First Class from Rajasthan University).
- **H.S.C** :- February 2012 (Passed with First Class from CBSE).
- **S.S.C.** :- March 2010 (Passed with First Class from CBSE).

## **PERSONAL DETAILS**

- DOB :- 28<sup>th</sup> October 1994
- Gender :- Male
- Language Known :- English & Hindi
- Skills :- Good in verbal, listening & written communication
- Marital Status :- Unmarried
- Hobbies :-s Listening Music, Playing Volleyball

**DAKSH SINGH**