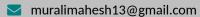
# **MURALI MAHESH**

#### CONTACT



+91 9600654061

Tiruppur, Tamilnadu

## **SKILLS**

#### General

**Leadership Quality Effective Communication Team Management Project Management Process Improvement** Supervision



#### Domain

**Health Care** 



#### Software & Tools

**MS Excel MS Word MS Powerpoint CRM** 



#### **Operating Systems**

Windows **MacOS** 



## **CERTIFICATIONS&TRAINING**

• ICWA Foundation : Certificate.

• Account Receivable Calling: Training.

## **CONFERENCE**

- Paper Presented on Big Data Analytics of Global E-commerce Organization.
- Paper Presented on National Level Conference on E-commerce Analytics.

#### LANGUAGE

English(Read, Write, Speak) Tamil(Read, Write, Speak) Kannada(Speak)

## **ABOUT**

Enthusiastic Associate eager to contribute to team success, attention to detail and excellent organizational skills. Innate Ability to adapt and up-Skill to the trends in the industry. Clear understanding of HR policies and programs. Well-organized and collaborative as a team player with strong communication and analytical skills. Motivated to learn, grow and excel in the Human Resources function.

# PROFESSIONAL EXPERIENCE

## 01/2022-Ongoing

♥ HGS Health Care, Bengaluru. Client: Humana

Sr. Consultant Quality

- •Auditing the call recordings between the agent and the customer with the help of CRM Tool.
- •Performed an in-depth review of the conversations and Transcripts using Medicare Allegation Review System.
- •Identified and Reported Disputes for Fair Deliverables to the client.

**1** 01/2021-01/2022

**♀** Cognizant Technology Solutions Pvt.Ltd, Coimbatore. Department: Ajudication **Process Executive** 

- •Evaluating and Processing claims in accordance with company policies and procedures.
- •Well versed in HIPPA and HCSC Guidelines.

**1** 06/2019 - 06/2020

**♀** Healthcare Informatics Pvt.Ltd, Gujarat

Associate Ar Caller

- •Assess and Resolve enquiries, requests and complaints through calling to ensure that customer enquiries are resolved.
- •Record after-call actions and perform post call analysis for the claim follow-up.

## EDUCATION

**1** 06/2016 - 07/2019

PSG College of Arts And Science, 6.7 CGPA (B.Com Foreign Trade)

Coimbatore

Tiruppur

**6** 06/2015 - 05/2016

9.0 CGPA (HSC) Plato'S Academy

**#** 06/2013 - 04/2014

9.5 CGPA (SSLC) ♥ Plato'S Academy Tiruppur