Yogesh Vishwakarma
Mobile: 91-9603434162
Location: Hyderabad
E-Mail: yogesh2yogi40@gmail.com

CAREER OBJECTIVE:

Perceptive Quality Analyst with over 3+ years of experience in reviewing and optimizing systems and processes. Observes and collaborate with main workforce to understand and streamline standard operating procedures. Innovative in increasing efficiency and eliminating waste. Also experienced in customer call and tech support as well as claims resolution specialist.

PERSONAL SKILLS:

- Good Team player with good Interpersonal verbal and oral communication skills.
- Strong communication with superior verbal and written Interpersonal skills.
- Also, able to handle the team and can conduct the team meetings and huddles.
- Also worked extensively with MS Office tool like Excel.
- Excellent Interpersonal, Convincing power and Problem-solving Skills.
- Extensive experience to maintain the healthy environment within the organization.
- Maintaining the good relationship with one and all to get new ideas it helps to us for the better business to the organizations.
- Maintaining the quality of work.

EDUCATION:

DEGREE	UNIVERSITY/BOARD	PERCENTAGE/GRADE	YEAR
M.B.A (Finance)	Osmania University	First Division	2020
B. Com (computers) Final year	Vivekananda Degree college (Osmania University)	69%	2018
B. Com (computers) 2nd year	Vivekananda Degree college (Osmania University)	65%	2017
B. Com (computers) 1st Year	Vivekananda Degree college (Osmania University)	70%	2016

PROJECT REPORT:

MAIN PROJECT:

TITLE: "INVESTMENT DECISIONS AT ICICI BANK".

Description:

This project gives brief idea regarding the various investment options that are prevailing in the financial markets in India. In the present project, investment options are compared based on returns as well as on the parameters like safety, liquidity, term holding etc. thus assisting the investor as guide for investment purpose.

AGS HEALTHCARE   **JAN2019 - MAR 2021**
Work Location: Hi-tech City, Hyderabad

Job Title: Quality Analyst/Specialist   **MAR 2021 -**
PRESENT
Responsibilities:

- To Analyze and develop overall quality improvement plans
- Focus on attention to detail and producing quality results.
- To conduct meetings for the AR associate and giving them ideas for improving their quality
- Enable to build and maintain SOPs by ensuring new learnings/scenarios are duly highlighted to the process leads to help knowledge capture.
- Strengthen quality management processes / framework to improve quality delivery.
- Identify improvements opportunities to strengthen existing processes following a continuous improvement culture.
- To review and process all the documents attached while sending the claim.
- Support the Quality team to perform various audits and follow ups
- To monitor the call audits to know the exact information of the claim.
- Quality control data Handling & data interpretation
- Good Analytical and problem-solving skills
- To resolve the query by understanding the situation and to provide expected result.
- Also experienced in communicating through emails by sending Minutes Of Meeting (MOM).
- Excellent communication skills and experience and having knowledge on MS Excel.
- Excellent Adjudicating, analyzing, examining, and resolving US healthcare claims
- Knowledge in researching and analyzing the health claims HCFA 1500 forms

Job Title: AR Process Associate   **JAN 2019 – MAR 2021**
Responsibilities:

- Helping US clients to deal with the status of the claims**.**
- To make calling to the US insurance companies to solve the claim denial status.
- Also having experience with solving the claims by reviewing the accounts.
- Ability to comprehend variable queries.
- To make queries regarding the denial claims and to try for solving them.
- Also, to send the necessary documents to the insurance companies to get the solution.
- Experience on working with multiple client softwares like Embillz, IDM, IDG, Messenger and workflow agent at the same time.
- Gaining various information and then update in Embillz software (Client's software)
- Also worked extensively with MS Office tool like Excel.

TECHNICAL SKILLS:

- Having knowledge on MS Excel, MS Word, MS PowerPoint as well as MS Outlook.
- Familiar with Internet.
- Having knowledge of Notepad and WordPad.
- Operating System Windows XP, Windows 7, Windows 10 and Windows Vista.

STRENGTHS:

- Maintaining Punctuality in all aspects
- Quick Learner
- Dedicated to the role's responsibilities
- Positive Approach towards the work
- Handling Customer Queries with Empathy
- Good communication skills

LANGUAGES KNOWN:

- English, Hindi, Telugu

HOBBIES:

- Listening to Music, Travelling.

DECLARATION:

I hereby solemnly affirm that all the information mentioned in this document are true and correct to the best of my knowledge and understanding.

Yogesh