

RUSHABH AMRUTSAGAR

Quality(SME)

PROFILE

1. To make use of my interpersonal and communication skills to achieve goals of a company that focuses on customer satisfaction and customer experience.
2. A highly efficient, reliable, and budding professional seeking a challenging position.
3. To secure a post in your company, where I can use my inter-personal skills while learning and contributing for the growth of the organization.

CONTACT

rushabhamrutsagar7@gmail.com

8369056312

Vashi

EDUCATION

SSC

Thirani High School , Thane

Jun 2011 - Apr 2012

HSC

Dnyansadhana College , Thane

Jun 2013 - Apr 2014

B.COM

Mumbai University , Thane

Jun 2016 - Apr 2017

SKILLS

Communication , Critical thinking , Leadership ,
Business Analysis , Attention to Detail ,
Time Management

LANGUAGES

English

WORK EXPERIENCE

SENIOR ANALYST (QUALITY SPECIALIST)

Hinduja Global solutions, Vashi

Oct 2017 - Present

- Client - AETNA
 - Main Process - US Healthcare - Payer End
 - Sub Process - HRP Medicare - Claim Adjudication
 - Applications - RUMBA, HEALTHEDGE, MEDCOMPASS, ROUTE DECISION TOOL, SMART FRONT END.
 - Excellent knowledge of UB04 & CMS 1500 Forms alongwith HIPAA
1. I have working as Senior Analyst (Quality Specialist) since 2017 where my key roles is to analyse/ verify the claims processed by employees & providing the proper resolutions for error committed.
 2. To Ensure Employees should be able to maintain the SLA's throughout the whole year and provide the possible support & Guidance to achieve it efficiently.
 3. Providing weekly, Monthly & Quarterly Feedbacks on Working Area to the team members
 4. Maintaining production reports & projecting the targets.
 5. Showcasing Scores through Report using analytical skills.
 6. Encouraging & building strong competitive relationship between team members.
 7. Analysing production & Quality score & sharing the projections for future opportunities which will help organization to achieve the targets with efficiency.

PROJECTS

MENTORING

Hinduja Global Solutions

1. To Ensure Employees should be able to maintain the SLA's throughout the whole year and provide the possible support & Guidance to achieve it efficiently.
2. Providing weekly, Monthly & Quarterly Feedbacks on Working Area to the team members
3. Maintaining production reports & projecting the targets.
4. Showcasing Scores through Report using analytical skills.
5. Maintaining Attrition & Shrinkage throughput the Quarter & sharing the analysis.
6. Encouraging & building strong competitive relationship between team members.
7. Analysing production & Quality score & sharing the projections for future opportunities which will help organization to achieve the targets with efficiency.

ACHIEVEMENTS

Best Quality Performer, Extra Miler

DECLARATION

I do hereby declare that all the details mentioned above are accurate to the best of my familiarity and confidence.

Rushabh Amrutsagar

15 May 2022

