

**B Hema Sri**

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### **CAREER OBJECTIVE**

To succeed in an environment of growth and Excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizational goals

### **STRENGTHS**

- |  |   |
|--|---|
| + Broad-based Work Profile               | + Strong Competency in all operations       |
| + Orientation in Operations              | + Can Multitask & Work Under Pressure       |
| + Outstanding Client Relations           | + Work under Minimum Supervision            |
| + Ready to Assist Customers at All Times | + Excellent Communication & Coordination    |
| + Commitment to Service Excellence       | + High Sense of Commitment & Responsibility |

### **QUALIFICATIONS**

- |   |             |
|---|-------------|
| <b>Master of Business Administration (M.B.A)</b> with H.R and Marketing specialization from J.N.T.U.K, India.     | <b>2018</b> |
| <b>Bachelor of Business Management (B.B.M)</b> with Marketing specialization from Aditya Degree College, A.K.N.U. | <b>2016</b> |

### **CAREER SNAPSHOT**

- |  |                        |
|--|------------------------|
| • Senior Analyst in R1 RCM for Client Accounting, Payments and Denials | Apr-2021 to till date. |
| • Claims Associate- Techno soft Global Solutions LLP (OPTUM)           | Aug-2020 – Mar-2021.   |
| • Process Associate Professional - SITEL INDIA LIMITED                 | May-2018 – Feb-2020.   |

#### **Nature of Work in R1RCM:**

- Managing daily inventory for Payments.
- Planning effective resources for inventory to be completed in TAT.
- Responding to Client Calls emails and escalations.
- Supporting supervisor teams' daily productivity and Quality.
- Payment posting end to end Reconciliation process.
- Identifying process gaps and conducting refreshing training for on-going concerns & issues.
- Accurately updating CPT codes and Denials codes into billing software for matching payments.

#### **Nature of Work in Optum:**

- Processing of enrollment applications received on daily basis and Preparation of new member Enrollments
- Completes eligibility screens and routes approximately for timely submission
- Ensures applications are labeled correctly and routed out of data timely and accurately
- Review applications and determine member eligibility using Marx for Enrollment purposes.
- Entered member's information including initial enrollment, changes, additions and deletions of all groups
- Created accurate and timely documentation of all changes or inquiries made to a member's account information
- Termining the plans which member wants to discontinue
- Completing dis-enrollments as member needed

### **Nature of Work in SITEL:**

- Reconciliation of daily bank accounts with customer receipts and payments.
- Maintaining customer's receipts.
- Maintaining customer's payments i.e. Car Insurance Claims and account
- Settlements of default customers.
- Taking care of Bank Account of customers.
- Working for live Account on priority state in U.S.
- Achieving targets on daily basis
- Interacting with clients for insurance claims payments and invoice payments etc.
- Making Excel Report for Final Submission
- Doing the posting on Customer Account.
- Verify the customer account and vendor for pay the payment.
- Handle various queries and provide excellency to the process

### **IT SKILLS**

MS Office Suite (Word, Excel), E-mail Applications, Internet Surfing & Web Research.

### **CORE COMPETENCE**

- Act as first point of contact for customers while projecting professional image at all times.
- Process customer transactions and respond to inquiries in a responsive, accurate and timely manner.
- Apply basic concepts and procedures of handling client's complaints while meeting quality standards.
- Examine all relevant information to assess validity of complaints and to determine possible causes.
- Took training for freshers.
- Generating daily billing report.
- Sending count of policies E-mail on daily basis for users
- Regular Quality Checks
- Targets Achiever (Exceeded Expectations)
- Possess excellent interpersonal, communication and organizational skills with proven abilities intraining & development and customer relationship management.

### **PERSONAL DETAILS**

Nationality : Indian  
Date of Birth : 11<sup>th</sup> Dec 1995  
Marital Status : Un Married  
Languages : English, Hindi & Telugu

### **REFERENCES**

Available upon request with supporting documents

Place: Hyderabad

Date:

(B Hema Sri)