

**NEETU GUPTA**

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### **CARRER OBJECTIVE:**

Looking for a long association with people oriented organization which demands the best of my professional ability in terms of technical & analytical skills and help me in broadening and enhancing my current skill and knowledge.

### **PROFESSIONAL EXPERIENCE:**

**R1 RCM** The leading independent provider of end-to-end revenue cycle solutions that transform the patient experience and financial performance of healthcare providers.

**Designation:** AR Analyst

**Duration:** 28 July 2021 to till date

#### **Job Profile:**

- Managing physician revenue cycle management.
- Optimize keen data analytics, insights and team approach to drive departmental improvements and implementation of best practices.
- Working on specialized projects along with the management to reduce the AR days.
- Performing following up activity on outstanding physician claims under the direction of my accounts receivable supervisor.
- Identifying issues and trends that result in non-payment of claim due to internal/external review, elevating significant issues to the Supervisor.
- Working collaboratively with other team members to expedite resolution of outstanding claims.
- Providing Training, nesting, and mentorship to new joiners.

**AMAZON** American multinational technology company based in Seattle, Washington, which focuses on e-commerce, cloud computing, digital streaming, and artificial intelligence

**Designation:** Virtual Customer Support (VCS) Associate (US & Canada Market)

**Duration:** 20 Sep 2020 to 31 Mar 2021

#### **Job Profile:**

- Communicating with Clients over the phone, chats & E-mails.
- Responsible for resolving queries of customer related to transaction issues, delivery status, website problems, shipment queries etc. in a timely and efficient manner.
- Handling irate Customers & Solving escalations without transferring to the higher level.
- Achieving all Targets (CHT, Quality Score, C-SAT, etc.).
- Ensuring good co-ordination with all other departments.
- Maintaining statistical and financial data on excel sheet.
- Doing all the CRM entries for every chat and email worked upon and update every action taken on query.
- Coordinate with various Sellers of Amazon across the globe.

## **EDUCATIONAL CREDENTIALS :**

- **Pursuing Master of business Administration (MBA) from IGNOU**
- **Bachelor of computer application (BCA), From Invertis university, Bareilly (2016-2019)**
- **'CCC' certification course from NIIT Bareilly (2017)**
- Class XII, 2016 from ICSE Board
- Class X, 2014 from ICSE. Board

## **STRENGTHS:**

- Determined to learn with practical approach.
- Smart working & Punctual.
- Positive Attitude towards every aspect and being open minded.
- Quality to motivate others for hard work & bring out much output from them.
- Comprehensive verbal and written communication skills.

## **HOBBIES:**

- Listening to Music
- Cooking
- Travelling
- Spending time with friends & family

## **PERSONAL DETAILS :**

- Gender :Female
- Name: :Neetu gupta
- Date of birth : 25<sup>th</sup>July1996
- Nationality : Indian
- Marital Status : Unmarried
- Language : English & Hindi
- Current Address : **G-203, Our Homes-3, The Courtyards by Trisara, Sector-6, Sohna, Gurgaon, Haryana (122103)**

## **DECLARATION :**

I do hereby solemnly affirm and declare that the contents of this resume are true and correct to the best of my knowledge. If I get a Chance in your Institution/Organization then I will do the best to satisfy your entire requirement.

## **Date**

Neetu gupta