

V. ANAND

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To work in an organization that uses my expertise in People Management to constantly challenge my limits and provide me with opportunities to learn, evolve and contribute towards the growth and vision of the company

OCCUPATIONAL CONTOUR

Optum Global Solution Services Pvt Ltd, Hyderabad

25th oct 2017- Till Date

Designation: Senior Claims Associate

Working as a Claims Associate 23 Grade in Optum Global Solution from October , 2017 to till now. Company Profile: Optum Global Solution is a leading health care company, serving more than 75 million people worldwide. Our family of companies touches nearly every aspect of health care, helping people live healthier lives.

JOB PROFILE (@ Optum Global Solution)

- -To work as a M&R Provider & Member (Hospital/Physician) concern on already worked claims.
- -To perform adjustments on claims and work as required.
- -Claim filed----paid/denied----Provider & Member has concern regarding Payment or denial- they will come to us with the request, we provide the resolution involves adjustment on the claims.

Roles and Responsibilities:

- Operational Responsibilities - to achieve process Productivity, and Quality and targets within the established timelines.. Maintain operations rigor around daily huddles, knowledge management, etc. Mentors on , auditing and monitoring work per the Process Audit Plan & Targets.
- Daily target I met and also over archive in terms of production ☐ Maintain zero errors internal and external

Additional Responsibilities includes:

- Responsible for answering customer queries regarding their claims and ensuring that 1st call resolution was provided and handling escalated claims □ Resolving the issue with new hiring □ Client and Operations Coordinator.
- Customer Retention
- Back up Supporting

Academic Qualifications:

<u>S.No</u>	<u>Qualification</u>	<u>School/college</u>	<u>University/board</u>	<u>Year of passing</u>	<u>% of marks</u>
<u>1</u>	<u>MBA</u>	<u>Aurora college</u>	<u>Osmania University</u>	<u>2017</u>	<u>79</u>
<u>2</u>	<u>B.com</u>	<u>Badruka College of Commerce and Arts.</u>	<u>Osmania University</u>	<u>2015</u>	<u>72%</u>
<u>3</u>	<u>M.E.C</u>	<u>Pragati Maha vidyalaya Jr.college.</u>	<u>Secondary Board of intermediate.</u>	<u>2012</u>	<u>65%</u>
<u>4</u>	<u>S.S.C</u>	<u>V.V.Boys High School.</u>	<u>Board of secondary</u>	<u>2010</u>	<u>60%</u>

Achievements in Optum Global Solution

- Received Special Recognition Awards
- Received Venus Star awards
- Promotion from 22 L1 to 22 L2

Personal Skills: -

- Flexibility
- Effective Communication Skills
- Quick Learning and Adaptable to changes
- Highly dedicated towards assigned tasks

Personal Details:-

Name : V. Anand
Father's Name : V. Venkatesham
Date of Birth : 05 JUN 1993
Gender : Male
Religion : Hindu
Marital Status : Single
Nationality : Indian
Languages : English, Hindi & Telugu.
Hobbies : Dance ,Listen Music, Playing Football and Browsing Internet

Declaration:

I hereby declare that the statements made herein are true, complete and correct to the best of my knowledge and belief.

Date:

Place: Hyderabad. (V.ANAND)