



ROMI VODOO

KUMARI

SR. ANALYST

Contact

Address

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Skills

LEADERSHIP

TEAM HANDLING

Languages

Hindi and English

Results-oriented Analyst skillful in managing and breaking down large volumes of information. Proactive at heading off issues in operations, workflow and production by uncovering trends affecting business success.

Work History

2021-10 -
Current

SR ANALYST

R1 RCM Global Pvt Ltd, GURUGRAM, INDIA

- Working on medicaid of different region, contacting through calls and checking the status of application for pending, denied cases. Escalating to onshore.
- Working on Epic host system of various site. Ready to bill for further action.
- Working as a third party of the behalf of hospital, contacting through calls and checking the status of application for pending, denied cases. Escalating to onshore.
- Maintain the data and work on inventory, Submitting reports.
- Handling team of 2 sites.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

2020-02 -
2021-10

SR.ASSOCIATE

GENPACT INDIA PVT LTD, GURUGRAM, INDIA

- Work on medicare and Medicaid claims
- Check the claim status
- Work on claim as per guidelines
- Resolve the queries on the claim
- Process the claim within the timeline
- Maintain the data and work on inventory
- Work on EOB and COB.
- Actively listened to customers, handled concerns

- Maintain the data and work on inventory
- Work on EOB and COB.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Developed team communications and information for meetings.

2018-01 -
2019-07

ASSOCIATE

DIN ENGINEERING, SERVICES LLC

- Processing incoming calls & mails from customer service and resolving issues
- Communications with key internal & external stakeholders to manage escalations in an effective and quality- bound manner.

2017-06 -
2017-09

CSR

VMD CAD

- Processing Incoming calls & mails from customer service and resolving issues by responding to customer queries
- Communications with key internal & external stakeholders to manage escalations in an effective and quality- bound manner.

Education

2013-03 -
2016-03

Bachelor of Arts: HONS

DELHI UNIVERSITY - NEW DELHI

2011-03 -
2012-03

High School Diploma

K.V MATHURA CANTT, 12TH - MATHURA CANTT
12TH |, GPA: 68%, chemistry, mathematics and Hindi as main subjects, with, GPA: 75

2009-03 -
2010-03

High School Diploma

K.V MATHURA CANTT, 10TH - MATHURA CANTT
English, Mathematics, Science & Social studies are the main subjects.