

KARTHIK VELAYTAM NAIDU

❖ CAREER OBJECTIVE:

Looking forward to join a progressive organization where I can pursue a successful career by utilizing my skills, abilities and experience to the maximum extent with full potential. Being a Professional I feel confident that I can achieve level Performance which is nothing short to perfection.

❖ SKILLS:

- Excellent customer service skills.
- Strong communication skills.
- High level of accuracy and attention to detail.
- Good product knowledge and retail skills.
- Good time management skills.

❖ EDUCATIONAL ATTAINMENT:

NAME OF SCHOOL/UNIVERSITY	:	MUMBAI UNIVESITY
COURSE/DEGREE	:	HSC
YEAR	:	2014

NAME OF SCHOOL/UNIVERSITY	:	HIMALAYAN GARHWAL
UNIVERSITY	:	UNIVERSITY
COURSE/DEGREE	:	GRADUATION(B.Com)
YEAR	:	

❖ OTHER QUALIFICATION:

➤ MS-CIT

❖ Software Known:

- Raintree
- Rev Manager
- Cerner Practice Management
- Prism
- Nthrive
- MDIV

I. WORK EXPERIENCE: *Worked with IKS Pvt ltd for 6 months as an AR Associate. (Apr'16 to Nov'16)*

➤ My Job Responsibilities As Accounts Receivable:

1. Working on Accounts Allocated Daily by Team leader.
2. Meeting daily target and quality
3. Creating Appeals & Rebills that needs to be sent to the insurance
4. Working on 90+ aging and Appeals.
5. Sharing findings and issues with team leader for any trend claims.

II. *Worked with GeBBS as an Sr.AR Associate (Nov'16 to Sept'18.)*

➤ Worked as an Non Designated Team leader for 1 year.

1. Allocating accounts to team members on daily basis and making consolidation on EOD.
2. Focusing on resolution of the accounts mostly on 90 + days aging.
3. Focusing on collectible Insurance, Appeals and Adjustment.
4. Create Appeals & Rebills to be sent to the insurance.
5. Meeting SLA's as per clients requirements in terms of Quality.
6. Sending reports to manager of outstanding AR in all aging and creating issue log.
7. Sharing update with team and working on escalation accounts
8. Handling client Emails and working on High dollar value accounts.
9. Updating teams productivity and sharing feedback on daily basis about productivity and Quality of the team.

Promoted and worked as Quality Analyst with GeBBS Healthcare Solutions (Oct'18 to AUG'2021)

➤ My Job Responsibilities as QA:

- Auditing accounts on daily basis for agents.
- Preparing reports on daily basis and generating it to operations and clients.
- Giving training and feedback to agents on daily basis regarding their errors.
- Preparing Pareto, RCA's and daily quality reports for review mechanism and client calibrations.
- Attending Client Calibrations for smooth functioning of process.
- Daily briefing of QA's regarding their project audit status
- Project DOU & SOP audits on weekly basis
- Preparing weekly & monthly review deck for all the projects.
- Sharing Quality Insights to client for business excellence.
- Weekly Client Call for calibration process on audit parameters

III. Joined wipro on 13/08/2021 as Quality Analyst.(Currently working)

➤ My Job Responsibilities as QA:

- Auditing accounts on daily basis for agents.
- Preparing reports on daily basis and generating it to operations and clients.
- Giving training and feedback to agents on daily basis regarding their errors.
- Preparing Pareto, RCA's and daily quality reports for review mechanism and client calibrations.
- Attending Client Calibrations for smooth functioning of process.
- Daily briefing of QA's regarding their project audit status
- Project DOU & SOP audits on weekly basis
- Preparing weekly & monthly review deck for all the projects.
- Sharing Quality Insights to client for business excellence.
- Weekly Client Call for calibration process on audit parameters

❖ PERSONAL INFORMATION:

LANGUAGE : ENGLISH, HINDI, MARATHI & TAMIL
DATE OF BIRTH : 19-11-1994
Email add : kanaidu28@gmail.com
Address : Room.No. 306, Mauli Apartment, Near Shivaji talao ,Ghansoli Gao
Pincode: 400 701.
Mobile no : 8898319471

I hereby certify that I agree and understood the above job Description and commit to fulfill the above to the best of my ability.

KARTHIK VELAYTAM NAIDU