

KIRAN DHAWLE

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Nagpur 440022

- +91-7020209211
- At Post Lonwadi Taluka Sillod
District – Aurangabad-
431151

Education

- B.sc Computer Science (63%)-2020
- HSC :(58%) Feb -2010
- SSC: (70%) March-2008

Certification

- MS-CIT

Personal Portrait

- Date of Birth: 29-04-1992
- Gender: Male

Language Known

- English
- Hindi
- Marathi

Computer Skill

- CRM
- Internet Browsing-Shopping
- Intact Accounting Software
- MS office
- Core Banking Solution

WORK EXPERIENCE

Sr. AR Executive

ASCENT BUSINESS SOLUTIONS – IT PARK NAGPUR, MAHARASHTRA

Currently working from Sep - 2021

AR Executive

MD CONSULTANCY SOLUTIONS PVT. LTD. - PUNE, MAHARASHTRA

June 2019 to March 2021

- Perform pre-call analysis and check the status by calling the payer or using IVR or web portal services
- Maintain adequate documentation on the client software to send the necessary documentation to insurance companies and maintain a clear audit trail for future reference
- Record after-call actions and perform post-call analysis for the claim follow-up
- Assess and resolve inquiries, requests, and complaints through calling to ensure resolution at the first point of contact
- Perform analysis of accounts receivable data and understand the reasons for underpayment, days in A/R, top denial reasons, use appropriate codes to be used in documentation of the reasons for denials/underpayments

CUSTOEMER SERVICE STAFF

BANK OF MAHARASHTRA CITY BRANCH AURANGABAD.

Apr-2017 to Apr -2018

- Serve as primary point of contact to bank customers.
- Answer and respond to bank customers' inquiries on financial transactions.
- Educate customers on bank products and services.
- Handle customers and their financial transactions through bank clerical functions.
- Handle Core Banking Solutions (CBS).

SR. DIGITAL SALES SPECIALIST AT RELIANCE JIO INFOCOMM LIMITED.

Dec-2015 to Feb-2017.

- Focus on right product mix for higher ASP.
- Responsible for the channel Sales via Corp Parks & SMB Segments. Channel Development, Account Penetration.
- Responsible for the conversion of sales in N&L Accounts.

Customer Service Associate at Aditya Birla Minacs Worldwide Ltd.

Feb-2013 to Sep -2013

- Monitoring Overall functioning Of Processes, identifying improvement areas and implementing adequate measures maximize overall customer experiences.
- Assessing the Customer feedback, evaluating areas of improvements & providing critical Feedback to the associate on improvement and achieving higher customer satisfaction matrices.
- Undertaking responsibilities of removing unnecessary procedures in process for efficient functioning.

I declare that all the information given above is true.

Kiran V. Dhawle