

Riya Nagpal

Senior Analyst

An organised and motivated employee capable of time management and working under pressure in all environments. I seek challenging opportunities where I can fully use my skills for the success of the organisation.

profiles, videos, and text-based content and/or investigating, escalating, and resolving issues that are reported by users or flagged by the system.

Excellent grasp in screening and monitoring user-generated content online.

Experience in providing a safe environment for both users and brands.

Facilitate in picking up challenging tasks of reviewing user-generated content.

Senior Associate

WORK EXPERIENCE



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Gurgaon, India

SKILLS

Content Moderator

WEBHELP

12/2019 - Present, Gurgaon Achievements/Tasks

Highly responsible for analysing and reviewing user

R1 RCM - FCC process

09/2018 - 08/2019, Gurgaon Achievements/Tasks English Full Professional Proficiency

Experience in working on co-pays, Co-insurances, and Deductibles. Punjabi

Good analytical skills and proficiency with MS Word, Excel, and PowerPoint.

Manage and verifying patient's coverage with payers and

ACHIEVEMENTS

- Actively participated in various cultural events in college
- First runner up in Art and Craft Exhibition organised in School.

LANGUAGES

Full Professional Proficiency **INTERESTS**

Hindi Full Professional Proficiency

St. Wilfred's College

07/2013 - 07/2016, Jaipur, Rajasthan

XII Standard

Sacred Heart School

04/2011 - 04/2013, Suratgarh, Rajasthan

Explore New places Travel Trekking Hiking Badminton

checking the eligibilities.

Responsibility of doing routinely follow ups with insurance providers.

Quality Analyst

CONCENTRIX

09/2016 - 09/2018, Gurgaon Achievements/Tasks

Experience in ensuring quality through established measurements.

Have experience in acting as an operational resource for others. Provides explanations and information to others on difficult issues

Proactively identifies solutions to non-standards requests.

Works with team to solve complex problems.

EDUCATION

Bachelor of Commerce