

Deepak Kumar Varma

Contact: +919038462513

Email: deepak796509@gmail.com

Seeking a challenge in your esteemed organization which can help me grow in my career as well as I can contribute in organizational growth using my skills and experience.

PROFESSIONAL EXPERIENCE

WIPRO CHC (Change healthcare process): JULY 2021 – TILL NOW

Description – I works as Process Developer of AR caller and denial management team in which two verticals are there manual posting(EOB) and auto-posting (ERA), we receive the payment file and apply for the payments in the billing software against the appropriate patient account and then match the payment posted amount to actual deposit amount then posting the payments involves posting the adjustments, denials and accurately billing the balance to the patient.

Environment – *Citrix gateway, Citrix virtual desktop, spreadsheet, MDIV, PC7.01, PC7.03, EMR (Electronic Medical Records)*

Responsibilities:

Perform pre-call analysis and check status by calling the payer or using IVR or web portal services

Maintain adequate documentation on the client software to send 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 enquiries, requests and complaints through calling to ensure that customer enquiries are resolved at first point of contact

Provide accurate product/ service information to customer, research available documentation including authorization, nursing notes, medical documentation on client's systems, interpret explanation of benefits received etc prior to making the call

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

Bothra & Associates: JAN 2016 – SEPT 2018

Account Executive Description - Work as Account Executive for 2.9 years. From 05/01/2016 to 18/09/2018

Responsible for existing account management and clients communications and conflict resolution

Discovering client's business needs and proposing appropriate solutions

Maintaining petty cash, cash book, bank book a regular basis.

Preparing regular client reports and attending client meetings

Developing plans to target new customers

Retaining existing customers

Negotiating and closing contracts, maintaining excellent client relationships and continually building opportunity pipeline

Evaluating the financial aspects of business development.

TCS KPO BOA(Bank Of America Process Associate

Description – I was the part of it for 2.3 years in process name BOA(Bank of America) in which my designation was process associate. It was the billing process. In which EOB (explanation of Benefit) is being made for the patient who is covered under Insurance Company.

Environment – *Medical Grid software, spreadsheet, Excel, EMR (Electronic Medical Records)*

Responsibilities:

Worked to help the provider to get the details of payment received.

Implementing invoicing procedures, tracking, reviewing, approving, and issuing invoices, defining invoicing data types and maintaining data bases.

Performed reconciliation to ensure all payment details are matching the transactions.

Conducting hearings with both parties present in order to make determinations about claims

Evaluating the credibility of witnesses and determining the sufficiency of evidence provided by each party

Hands-on experience with statistical data collection and quality administration.

Strong analytical skills, combined with effective communication, organizational skills and planning ability.

Internal quality audit and giving feedback.

Floor support for new joiners.

Projects

- In Live project with ITC for 4 week in the project “**ITC YUVA**”, my project was to do market survey on various ITC products. My job summary was to expand the visibility of ITC brand in the outlet, and reaching to the potential customer and convincing them for the product, and work as ITC brand staff and in conducting sale event ,promotion and advertising the ITC various product.
- Worked in **HATHWAY CABLE & BROADBAND PVT LTD**, with the project title named “A study on consumer behavior analysis”, the project is of 2 month summer internship program. I was assigned in LCO, to analyses the reason why customer are switching to another cable or dth brand, and to assist LCO to implementing newly launched Hathway Android Box, handling customer query relating to android box, help LCO to know the features of android box, done leafleting, umbrella campaigning Door to door leafleting, showing demo of newlylaunched android box to B2C and B2B basis, done questionnaire survey in B2C basis and also by tele calling questionnaire survey.

Certification

- AWARDED “BEST SALE PROMOTER” IN ITC LIVE PROJECT “ITCYUVA”
- CERTIFICATE IN DIGITAL MARKETING FROM GOOGLE.
- WINNER OF ICICI STOCKMIND 2019 IN COLLEGE ROUND.
- CERTIFICATE IN KPMG SIX SIGMA GREEN BELT.
- INFORMATION ABOUT AGILE MODEL , ADVANCE EXCEL AND SQL KNOWLEDGE & POWER BI.
- AWARDED BY TCS STAR PERFORMER AWARD FOR DELIVERING PRODUCTIVITY AND QUALITY AT WORK.
- Certificate in ADVANCE DIPLOMA IN FINANCIAL MANAGEMENT FROM CMC.

Academic qualification

Year	Examination	Institute	Board/University	CGPA/%
2018-20	MBA/PGDM	United world school of business	AIMA	7.22% CGPA OUT OF 9 (PGPM) 3.25 CGPA OUT OF 4 (PGDM)
2009-12	B.COM	C.C.C & B.A.	CALCUTTA UNIVERSITY	48%
2009	Higher Secondary	SISTER NIVEDIT A INSTITUTE	(I.S.C)	70%
2007	Secondary	SISTER NIVEDITA INSTITUTE	(I.C.S.E)	56%

Subject Specialization (in PGPM/PGDM)

MBA – Finance Management

PGDM – Marketing Management

Management Key Skill :

Team Work

Time

Management

Problems solving

Interpersonal

skills

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge I Bear the responsibility for the correctness of the above-mentioned.

PLACE :

DATE: