

Amit Anand

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CAREER OBJECTIVE:

To build career in a growing organization, where i can get the opportunity to prove my abilities by accepting challenges, fulfilling the organizational goal and climb the career ladder through continuous learning and commitment.

CURRENTLY WORKING:

Currently working in **R1 RCM** As Analyst From August 2021 to till date.

JOB DESCRIPTION:

- I Worked on IMH (Intermountain Healthcare) Portal for US Patient .
- I worked for Mail Posting, Cash Posting, Pre- Authorization, Indexing, Return Refund & Bankruptcy Process.
- Provide accurate, valid and complete information by using the right method/tools.

PROFESSIONAL EXPERIENCE SUMMARY:

Experience Level:- Total 4 Years 2 Month Experience.

EMPLOYMENT HISTORY:

Company : R1 RCM Global Private Limited

Designation: Analyst

Period: 18th August , 2021 to Till Now

Process: Healthcare

Company : Tech Mahindra Limited

Designation: Associate- Customer Support

Period: 16th May, 2019 to 09th March, 2020

Process: Flipkart (Chat)

Company : Conneqt Business Solution Ltd. (Formerly Known as Tata Business Support Services Ltd.)

Designation: CCE (Operations)

Period: 3rd Jan 2018, to 15th Jan, 2019

Process: Paytm (Mail)

Company: Concentrix Daksh Pvt. Ltd.

Designation: Practitioner

Period:24th Oct 2016 to 6th Dec 2017

JOB DESCRIPTION:

- Work experience in Reliance JIO for customer care support, Paytm Payments Bank for Mail, Flipkart for handling Chat.
- I am responsible for customer support on all mediums like voice, non-voice, chat and email support.
- Ensuring timely and professional responses to all complaints, requests and queries received.
- Ensuring first call resolution is provided, enabling satisfaction of customer.
- Worked in rotational shifts including night shifts. 24/7 support environment.

EDUCATIONAL QUALIFICATION

- Master of Commerce From Veer Kunwar Singh University, Ara, Bihar.
- Bachelor of Commerce(Honours) From Shri Shankar College, Sasaram, Bihar.
- Computer Accountancy Course from The Institute of Computer Accountant, Patna, Bihar.

COMPUTER PROFICIENCY

- Ms excel-Good hand on MS Excel, comfortable with formulas like Lookup, Pivot, Sum if, Count if ,it then else etc.
- Ms-power Point, Ms Outlook, Ms Word
- Tally Erp 9.0

PERSONALDETAILS:

Father's Name : Rajnikant Sinha
Date of Birth : 05-August-1992
Sex : Male
Nationality : Indian
Marital Status : Single
Language Known : Hindi and English
Permanent Address :Village+Post-Bamhour Khas, Police Station- Mohania, District- Kaimur (Bhabhua) PIN-821109

DECLARATION:

I am confident enough of my ability to work in a team or independently.I hereby solemnly affirm that the information provide by me is true tothe best of my knowledge.

PLACE:

DATE:

(AMIT ANAND)