

Saiprasad Prabhakar Kulkarni

Flat # 001, Manohar Kunj,
Adharwadi Jail Road, Near Shree Complex,
Adharwadi, Kalyan (W) 421301 (Maharashtra)

Tel – **6360730795**

Email: saikulkarni999@gmail.com

Objective

- ❖ Seeking be a part of a world class growth-oriented organization & contributing effectively to its development by delivering valuable hard work, sincerity & dedication.
- ❖ Used to perform under pressure and experienced in meeting strict deadlines through effective team building, perseverance, integrity and personal commitment to the job.

Summary of Qualifications

- ❖ *Academic*

B Com with 2nd Class from Mumbai University. -

2009-10

- ❖ *Computer Certification*

Maharashtra State Certificate in Information Technology (MS-CIT) from Pune. – 2006-07

Work Experience

- ❖ **Carestream Health as Asst Manager** (22 May 19 – Till Date)

- Currently working in **Carestream Health** as a Operation Manager from May 22nd 2019 to Till date.specilized into. (Payment Posting, AR) FTE and Revenue both.
- Handling 6 major projects and client with the team size of 200 FTEs.
- Taking care of clients call, Escalation, Attrition and shrinkage as per the company norms and rules regulations.
- Explaining client's about process improvement.
- Process stabilization and transition (FTE & Revenue)
- Quality & production improvement.
- escalation Management & process management.
- recruitment & Coordination with HR talent acquisition.
- Specialized into claim adjudication, Providers credentials.
- Sharing clients report to all external and internal reports.
- Validate the weekly, fortnightly & monthly Billing summary.
- Validation of Denial summary and Reconciliation report
- Dispute management & resolution.
- Interface with billing system/SAP system for day to day issues.
- Supporting team for various escalation's and process issues.
- Working with Excel, Adobe Acrobat, Adobe Photoshop and PowerPoint.
- Preparing daily, weekly, and monthly reports on various processes.
- Escalation of clients' issues with different levels of support.
- Quality Analysis.
- Back Office Operations.

- ❖ **Omega Healthcare Solutions Team Leader – Operations.** (03 Nov 17 to 20th May, 2019)

- Handling a team of 30 agents for payment posting and AR, and also taking care of client updates and the SLA's for the respective process.
- Taking care of clients call, Escalation, Attrition and shrinkage as per the company norms and rules regulations.
- Sharing clients report to all external and internal reports.
- Validate the weekly, fortnightly & monthly Billing summary.
- Generation of Rate Templates.

- Validation of Rated summary.
- Generation & Dispatch of Invoice.
- Dispute management & resolution.
- Interface with billing system/SAP system for day to day issues.
- Preparing MIS reports of the total validation and ageing analysis.
- Preparing MIS reports of the total Mail received resolved and ageing analysis.
- Supporting team for various escalation's and process issues.
- Working with Excel, Adobe Acrobat, Adobe Photoshop and PowerPoint.

❖ **Gebbs Healthcare Solutions as SME (02 Nov 12 to Jun 17)**

- Handled a team of 15 agents for payment posting, and also taking care of client updates and the SLA's for the respective process.
- Taking care of clients call, Escalation, Attrition and shrinkage as per the company norms and rules regulations.
- Sharing clients report to all external and internal reports.
- Validate the weekly, fortnightly & monthly Billing summary.
- Generation of Rate Templates.
- Validation of Rated summary.
- Generation & Dispatch of Invoice.
- Dispute management & resolution.
- Interface with billing system/SAP system for day to day issues.
- Preparing MIS reports of the total validation and ageing analysis.
- Preparing MIS reports of the total Mail received resolved and ageing analysis.
- Supporting team for various escalation's and process issues.

❖ **British Airways as CSA (14 Apr 11 to 02 Sep 12)**

- Validate weekly, fortnightly and monthly billing summary
- Generation of Rate Templates.
- Validation of Rated summary.
- Generation & Dispatch of Invoice.
- Dispute management & resolution.
- Interface with billing system/SAP system for day to day issues.
- Preparing MIS reports of the total validation and ageing analysis.
- Preparing MIS reports of the total Mail received resolved and ageing analysis.
- Supporting team for various escalation's and process issues.
- Working with Excel, Adobe Acrobat, Adobe Photoshop and PowerPoint.
- Preparing daily, weekly and monthly reports on various processes.
- Escalation of client's issues with different levels of support.
- Quality Analysis.
- Back Office Operations

❖ **WNS Global Services Pvt Ltd for 18 months in the process of UK Refunds.**

Personal Details

- Date of Birth - 11 February 1989
- Languages Known - Marathi, Hindi and English (Read/Write/Speak)

Awards/Honours/Affiliation

- Awarded Star of the Quarter, for the Month of Jan 2012 – March 2012 at WNS.
- Awarded Star of the Business Unit for the Months of April 2012 – September 2012 at WNS

- Got appreciation card for audit support work just after 3 months i.e. before the end of probation period
- Received client appreciation for preparing client monthly reports.