

# **RESUME**

House No. 1013-B  
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## **ANKIT INDORA**

### **CAREER OBJECTIVE**

To learn and function effectively in an organization and be able to deliver to the bottom-line and to constantly upgrade my knowledge and skills and make a difference in whatever I do.

### **KEY COMPETENCE**

- Possesses 8+ years of exposure in AR Calling for US Health Care in billing claims to the insurance companies.
- Possesses a clear understanding of the present US Health Care industry trends to institute quality practices and achieve business excellence.
- An encouraging team player with excellent communication & people management skills that have been acquired through working in multi skilled team environment

### **TECHNICAL SKILLS**

- Microsoft Office2010
- Power BI
- Hands on experience of Main Frame (Rumba)
- CERNER Solutions

### **PROFESSIONAL SKILLS**

- Be able to create presentations and deliver them clearly and confidently
- Know how to engage, manage and direct people and teams
- Communicate with clarity, precision and influence
- Use creativity to handle situations on the spot
- Identify and measure the different results of training
- To speak to an audience with confidence and control
- Listen in a way to understand and respond suitably
- Engage in learning continuously to develop skills further
- Organize tasks to save time and effort
- Prioritize, set goals, and delegate for better productivity

### **WORK EXPERIENCE**

- **Hinduja Global solutions,**  
Claim Processing Executive for Aetna Healthcare, May 2014 – August 2016
- **Cerner Healthcare Solutions India Pvt. Ltd.,**  
Bengaluru Karnataka Learning Facilitator, December 2016 – September 2020

- **R1 RCM**  
Process Trainer, August 2020 – April 2022
- **Guide House India**  
Lead Trainer, April 2022 – Present
  - My primary focus as Lead Trainer is to oversee trainees' development and education at all training levels, through their involvement in teaching, training, evaluation and supervision.

## **RESPONSIBILITIES**

- Know the trainee and requirements of training
- At the commencement of each training batch, the trainer should arrange a one-to-one meeting.
- With the trainee to discuss the duties of the training, responsibilities, set goals and agree a training plan for the duration of the training including attendance at training period.
- The trainer should be familiar with the training program curriculum to facilitate the development of the trainee's learning objectives and evaluation requirements. Ensure that trainee goals are signed off within the first six weeks of commencing the training.
- Ensure that all training requirements are completed.
- Act as a supervisor to the trainee.
- Directly observe the trainee's work and provide constructive timely feedback to reinforce good practice, identify areas for improvement and enable the trainee to evaluate their own performance and progress.
- Indirectly observe the trainee's work with other trainers/colleagues.
- Establish a constructive learning environment and relationship with the trainee to encourage advice-seeking and maximize learning opportunities.

## **FEEDBACK AND ANNUAL EVALUATIONS**

- Provide regular feedback on the trainee's progress including achievements; identify and articulate any areas for improvement as early as possible and take appropriate steps to facilitate improvement in performance or initiate remediation processes in Training.

## **ADDITIONAL RESPONSIBILITY**

- Created different kinds of dashboard for OJT Team using Power BI which includes information like (Attendance, Production, quality, OJT training planner & Ideal time report.
- Supported other trainers in their absence by taking care for their batches

## **EDUCATION QUALIFICATION**

Qualification	:	B.A
Institute	:	M.R Govt. Collage. Fazilka, Punjab
University/Board	:	Punjab University.
Year of Graduation	:	2013

## **STRENGTHS**

- Good Team Player
- Problem solving
- Excellent communication and organizational skills.
- Ability and eagerness to learn new things.
- Easily affable and adaptable in nature.
- Creative and possess an attitude for excellence.

## **PERSONAL DETAILS**

<b>Name</b>	: Ankit Indora
<b>DOB</b>	: July-10-1993
<b>Age</b>	: 28 years
<b>Father's name</b>	: Rakesh Kumar
<b>Nationality</b>	: Indian
<b>Gender</b>	: Male
<b>Marital status</b>	: Married

Place:-

Date:-

(Ankit Indora)