



Gulam Rabbani

TEAM MANAGER - QUALITY & COMPLAINTS

Contact Details

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Core Competencies

- RCM (Revenue circle management) subject expert
- Strategic planning and case development
- Utilize available resources to maximize productivity and efficiency
- Quick learner and adaptable to change

Professional Summary

An Individual with excellent skills in Medical Billing (RCM) and people management demonstrated by years of experience. Motivated and enthusiastic to join an organization to lead the team where learning and achieving can go hand in hand

Work Experience

TEAM MANAGER : US HEALTHCARE (Q A TEAM)

eMDs India Private Limited • April 2019- Present

- Leads team of quality auditors
- Monitoring, Feedback and Coaching sessions
- Quality huddles with operations team
- Mitigation plans of top errors
- Conducting process knowledge test
- Publishing weekly and monthly quality dashboard to stakeholders

SENIOR QUALITY COMPLAINTS ANALYST

EXL Private Limited • May 2013 - April 2019

- Auditing and monitoring transactions performed by user
- Feedback on errors to user
- Weekly quality dashboard preparation
- Subject matter expert
- Maintaining audit data for stakeholders

PROCESS ASSOCIATE

GeBBS Healthcare Solutions Jan 2011 - March 2013

- Processing bills as per RCM
- Payment posting
- Handling client escalations regarding payment posting

Academic Profile

DR RML AVADH UNIVERSITY

BA with Mathematics - 2007

UP BOARD ALLAHBAD

12th Standard - 2004

DR RML AVADH UNIVERSITY

Post Graduate Diploma In Computer Application (PGDCA) - 2008

Certification

- Lean certification
- Green belt certification
- SAP certification
- TTT Level 1