

# RESUME

## **Gourav Kumar**

A24 Ajanta Enclave Raipur Road,

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## **Career Objectives**

I have been learning and growing with an immense knowledge of medical billing from past two and half years and have worked couples of DME Medical Billing, AR Follow Up, Payment Posting, Work on invoices & Physician Billing projects. I am comfortable doing billing on any Software and I always put in the time, attention, and research required to make sure my work is accurate. My work complete when client satisfied with my work.

## **Professional Experience**

❖ Working as Subject Matter Expert with Unify Healthcare Services LLP, Dehradun.

### **Job Responsibilities**

- ✓ Review outstanding claims to determine what action needs to take place and make status calls to insurance companies.
- ✓ Request claims to be reprocessed where necessary or prepare and submit corrected claims to the insurance companies for payment.
- ✓ Update demographic and payer related information obtained from the patient.
- ✓ May correct errors including misapplied payments/adjustments and applying account credits.
- ✓ Prepare refund requests for management approval.
- ✓ Work payer rejects and denials.
- ✓ Support and train new trainees.
- ✓ Check and correct smart sheet errors.
- ✓ Track and update daily assigned task and ERL's to my teammates.

❖ 1 year experience as Customer Support Executive at iSON BPO, Dehradun.

### **Job Responsibilities**

- ✓ Handel customers inquiries and provide them every possible and satisfactory solution.
- ❖ 16 Months Experience as a General Manager at M/s Satguru Bharatgas a distributorship from BPCL.

### **Job Responsibilities**

- ❖ Resolve consumer complaints on priority base.
- ❖ Increase sales for distributorship.
- ❖ Educate staff and delivery boys on new technologies like digital booking, digital payments and digital complaint resolution.
- ❖ Maintain stock inventory on daily base.
- ❖ Create reports for monthly, quarterly and yearly audits.
- ❖ Attending Territory meetings held by BPCL.

### **Achievements**

- ❖ Rewarded twice with Certificate of Excellence by Senior Team Leader in current organization.
- ❖ I was awarded appreciation on account of outstanding performance for creating SV/TV Audit Database by using SAP by ASM of BPCL.
- ❖ I was awarded appreciation on account of outstanding performance and successful CAG audit of SV/TV/Inventory/Consumer Database by SO of BPCL.
- ❖ Received 4 appreciation certificates for C-SAT in previous organization.
- ❖ Rewarded with Certificate of Excellence by Quality Analyst Manager at i-Son BPO.

### **Educational Qualification**

- ❖ Master of Science in Information Technology from HNBG University, Sri Nagar.
- ❖ Bachelor of Science in Physics from Vinayaka Missions University, Salem.
- ❖ Intermediate from BSEH, Bhiwani.
- ❖ Matriculation from BSEH, Bhiwani.
- ❖ Certified Training for SAP ABAP from Zenith ERP Technologies, Dehradun.

### **Personal Information**

Father Name	Sh. Bijender Singh
Date of Birth	13th Oct 1995
Nationality	Indian
Religion	Hindu
Languages Known	Hindi, English, Punjabi
Marital Status	Married

I hereby declare that all the information furnished above are true to the best of my knowledge. Date: Place:

**Date**  
**Place**

**Gourav Kumar**