

# RESUME

**Pousali Kalra**

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## Career Objective :-

*Looking for a suitable position in service industry where in my relevant attributes will assist to prove the capabilities & enhanced the progress as per the company.*

## Educational Qualification:-

- Completed higher secondary in the year 2008 from **WBCHSE** Board Kolkata.
- Completed secondary education in the year 2006 from **WBBSE** Board Kolkata.

## Professional Qualification:-

- Graduation in B.Sc (Hotel Management) from **SBIHM** from Punjab Technical University ,Salt Lake City Kolkata.

## Work experience:-

A. Working in **Optum Rx** as a senior Collection credit analyst (**State – Indiana** ) since October'20 till present.

- Monitor accounts on daily basis.
- Identify outstanding account receivables.
- Investigate historical data for each bill.
- Take actions to encourage timely debt payments.
- Resolve billing and client's credit issue.
- Update account status records and collection efforts.
- Report on collection activity and accounts receivable status.

B. Working with **Jindal X** as Senior AR Executive Pain Management and physical therapy Claims for ( **Texas state** ) with Tricare payer since March 2020 to August 2020.

- Obtaining referrals and pre-authorizations as required for procedures.
- Checking eligibility and benefits verification for treatments, hospitalizations, and procedures.
- Reviewing patient bills for accuracy and completeness, and obtaining any missing information.
- Preparing, reviewing, and transmitting claims using billing software, including electronic and paper claim processing.
- Checking each insurance payment for accuracy and compliance with contract discount.
- Calling insurance companies regarding any discrepancy in payments if necessary.
- Identifying and billing secondary or tertiary insurances.
- Reviewing accounts for insurance of patient follow-up.
- Researching and appealing denied claims.

C. Worked as a RCM analyst in **RIRCM** for Hospital medical billing for **Wisconsin and Florida** States since December 2018 till December 2019.

- Responsible for calling Insurance companies (in US) on behalf of doctors/physicians and follow up on outstanding Accounts Receivable .

- To prioritize the pending claims for calling from the aging basket .
- Should be able to convince the claims company (payers) for payment of their outstanding claims .
- To check the appropriateness of the insurance information given by the patient if it is inadequate to make a physical call by following the international norms and applicable rules for confidentiality and HIPAA compliance.
- Sound knowledge of U.S. Healthcare Domain (Provider side) methods for improvement on the same .
- Should have basic knowledge of the entire Revenue Cycle Management (RCM) .

D. Worked as a customer retention executive in **Support Mart** Technical Services for Windows and MAC computers service. (since June 2016 till March 2017)

*Responsibilities and Duties*

- Strategically provided appropriate resolutions that were optimal solutions for a valued customer base.
- Successfully handled intricate customer complaints related to their products and services.
- Served as an Escalation Team Lead for high level customer related issues that were complex in nature.
- Developed highly empathetic client relationships and earned reputation for exceeding retention goals.

E. Worked as a Technical Support Retention Advisor in Teleperformance for **Adobe Technical process** (from May 2015 to Feb 2016)

*Responsibilities and Duties*

- Track subscribers that are soon to be expired and contact customers for renewals.
- Respond to customer queries and address service complaints in a timely manner.
- Provide excellent customer services and ensure customer satisfaction.
- Build positive working relationships with customers for repeat businesses.
- Perform customer negotiations and reach a fair conclusion from both business and customer perspectives.

**Strengths:-**

- Good at working with computers.
- Have strong communication power.
- Good listening skills.
- Have positive attitude towards life and myself.

**Qualifications and Skills:-**

- Qualifications: Graduates with excellent communication skills.
- 1+ years of working experience in US Healthcare stream as AR Analysis .
- Multi-tusker and team player.
- Good organization skills demonstrating the ability to execute timely follow-up .
- Willingness to be a team player and show initiative where needed.
- Ready to work in Night Shifts .
- Excellent Verbal and Written Communication skills .

**Hobbies:-**

*Listening to music, Interior designing, and Spending time with kids.*

**Language Known:-**

*English, Hindi, Bengali.*

***Date:***

*Place:*

*Pousali Kalra*