

Career Objective:

To build up career with innovative and competitive world where it helps to me explore myself. Looking for a challenging opportunity in a globally respected organization that will provide me an opportunity to work on emerging technologies and allow me to contribute as a positive factor in the progress of the company.

Work Experience:

Company: **ICICI Bank**

Designation: **Phone Banking Officer**

Team: **Credit Card & Merchant Banking**

Duration: **June, 2006- December, 2010.**

- Provided Technical support for Merchant swiping machines.
- Solved credit card related queries & escalations.
- Handled credit card issuance process.
- Provided support to customers regarding payment defaults, payment deadlines, ect.
- Handled KYC process.

Company: **Optum Global Solutions**

Designation: **Senior Analyst**

Team: **Investigation Solution Group**

Duration: **Dec 2010 – September, 2022**

- Achieving stated targets of the company within the time constraint for consistent success of the organization.
- Handle Data entry Member and provider selection processed.
- Processing claims review wise through follow process instructions.
- Worked on Co-pay, Co-insurance, Notification denial & Cob reviews.
- Based on performance moved to rework team.
- Adjusting the Provider and member claims with valid reason codes.
- Ensuring Claim validation and Eligibility checking.
- Worked on CPQ, CPA & IMPACT applications.
- Conducted hurdles to give updates on process knowledge.
- Conducted error review session once in a week.
- Conducted process knowledge test monthly.
- Shared best practices methods with the associates.
- Audited the claims processed by team members.
- Provided feedback on the non-clean cla

Educational Qualifications:

S.no	Institute	Course	Year
1.	Priya Darshini College	B.Com	2003-2006
2.	Royal Junior College	CEC	2001-2003
3.	Loyola School	SSC	2001

Skills held:

- Result oriented in nature, capable to deliver all dead-lines on time.
- Active team player and prepared to take-up new responsibilities.
- Dedicated towards work.
- Ability to manage multiple assignments and prioritize tasks.
- Possess strong research and analysis skills.

Professional Achievements:

- Achieved VENUS STAR AWARD in United Health Group for the month of October.
- Achieved Star of the month twice.
- Best team player Award.
- Sustainable Edge Award.

Hobbies:

- Cricket
- Investing in stock market
- Traveling

Technical Skills

- Basic MS Excel
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Personal details:

Name : S. Kripal Singh
Date of Birth : 14th-Jan-1985
Citizenship : Indian
Marital Status : Married
Languages : English, Hindi and Telugu
Address for communication : 11-4-702, Red hills, Near Niloufer café,
Hyderad-500004.

Declaration

I hereby declare that the above mentioned details are true to the best of my knowledge.