



GAURAV GOEL

Sr. Advisor, Customer Service

ABOUT ME

Commerce graduate and a competent professional with over 2 years of experience in customer service.

EXPERIENCE

R1 RCM Global Private Limited, Noida

Senior Analyst August 2020 - November 2021

- Implement a system to ensure that accurate billing information is entered into the billing system.
- Supervising the revenue cycle department in various duties, such as account management, communications with insurance providers, collections, cash posting, contract analysis, and billing.
- Efficiently managing patient complaints in respect of billing and collections. Planning and structuring the department workflow and staffing. Correctly coding diagnoses and procedures.

Convergys India Services Private Limited, Gurugram

Sr. Representative, Operations January 2022 - Till Date

- Handle the end-customer queries via Voice support channel and respond with most appropriate resolutions.
- Resolve customer's concern by available operational tools and knowledge.
- Look after call containment and escalations through compliance methodologies.
- Assist in strategic planning and implementation, and coordinating with other departments such as HR, marketing, and sales.

EDUCATION

Calorx Teacher's University

Study Program 2009 - 2012

- BBA (Bachelor of Business Administration)

Ryan International School

Study Program 2005 - 2008

- 10th - 12th

CONTACTS

+91 99995 00978

gauravgoel_2810@yahoo.in

G-21/261, Rohini, Sector-7,
New Delhi-110085, New Delhi

SKILLS

- Active Listening Skills
- Problem Solving
- Positive Attitude
- Organizational Skills
- Time Management
- Critical Thinking Skills
- Communication
- Decision Making

INTEREST

