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### PROFILE SUMMARY

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To perceive a career in a renowned firm with dedicated efforts and to associate myself with an organization that gives me a chance to update my knowledge. Highly motivated individual who is ready to work consistently for the success of the organization. I'm looking forward to working in a challenging environment and searching for roles in Operations Domain.

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### CAREER PATH - Credentialing Specialist

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Competent professional with 2 years' experience in the **HCL Technologies** BPO industry - CAQH (Council for Affordable Quality Healthcare) and 10 month's experience in **Qway Technologies Pvt Ltd.**

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### HCL TECHNOLOGIES - PROFESSIONAL EXPERIENCE – ROLES AND RESPONSIBILITIES

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**Analyst - Customer Service Representative**

**(Oct 2019 -Dec 2020)**

- Handling the Primary source verification for multiple non-profit alliance of 12 health plans and two plan-related associations depend on their credentials and the Medical information.

- If the Credentials information is unable to derive through the outreaches then we need to verify the Credentials by using State License verification website, AMA, AOA.
- Outreach to providers through phone, Fax & email to obtain clarification or additional documentation to perform Primary Source Verification.
- Performed credentialing processes in a timely and complete manner.
- Handled duplicate file information and maintained HIPPA practices.
- I have achieved my 100% quality and SLA.
- Ensures timely processing of all credentialing requests.
- Been mentor for new team members. Guided them on several activity.
- As analyst, won 2 times star performer for scorecard and production topper.

#### **Senior Analyst – Senior Customer Service Representative**

**(Jan 2021 -Oct 2021)**

- Analyzed and verified immunizations, training certifications, and customer documents to ensure that representatives were compliant.
- Data entry and research on the provider and education, was utilized to update the provider correctly to credential them.
- I have trained new team member on the several activities and multiple medical information.
- Oversees primary source verification activities.
- Develop, maintain, and provide various reports to present in the monthly Credential.
- Collect data and input to spreadsheets and databases.
- Maintaining document processing with 24-72 hours.
- As senior analyst, won 3 times star performer for QA and production target achievement.

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## QWAY TECHONOLOGIES PVT LTD - PROFESSIONAL EXPERIENCE – ROLES AND RESPONSIBILITIES

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### Analyst – Credentialing Specialist

(JAN 2022 - PRESENT)

- Roles and Responsible for Health care process.
- Handled and evaluated customer inquiries and complaints.
- Provided assistance to other related departments as required.
- Clarifying doubts and explaining each task purpose to teammates.
- Updating provider credentials into PDM database on behalf of group / Contract.
- Analyzing each request to make sure that the request has all proper documents.
- If any support document missing in source file, then need to clarify with client.
- All issues are well analyzed before sent the file to client.
- Conducting error review & discussion session to improve the quality of teammates.
- Allocation & Reports

### Tools:

- Microsoft dynamic 365
- CAQH – Verified
- MS Office Suite
- Word
- Power point
- Nitro Pro 8

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## SKILLS

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- Reports Handling
- Quick Learner
- Leadership Skills
- Resolving high level issues

- People Management
- Process Improvement
- Quality Assurance
- Medical Terminology

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## EDUCATION

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Course	Board of Study	Percentage/CGPA	Year
SSLC	P.S. North School, Chennai	80%	2014
HSC	P.S. Higher Secondary School Main, Chennai	67%	2016
BBA	Guru Nanak College, Velachery, Chennai	70%	2019

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## PERSONAL PROFILE

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- Date of birth : 06.11.1998
- Nationality : Indian
- Father's name : Srinivasan B
- Mother's name : Vinodha S
- Marital status : Single
- Languages known : English, Tamil (Read, write & speak)

### Declaration:

All the details furnished above are true and correct to the best of my knowledge.

Place: Chennai

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