

# Arnav Mainali

## Personal Information

**Date of birth:** 04 /071994

**Nationality:** Indian

**Address:** Vill. Charhajare P.O.Motbung Dist Senapati, Manipur 795107, India

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## Work experience

08/2012 – 2019

Delhi, India

### Customer Service Representative & Cashier Retail sales representative

Supports customers to provide helpful information, answering questions, and responding to complaints

- 1. Answered customer's questions and addressed problems and complaints in person and via phone.
- 2. Helped customers select products that best fit their personal needs.
- 3. Organized items, maintained cleanliness of department and ensured it operated smoothly and efficiently.
- 4. Operated cash register, handled money, gave change
- Answered customer phone calls and provided information about products and services
- Assisted customers with returns and exchanges
- Handled customer complaints and escalated issues to management
- Processed payments and operated cash register
- Monitored inventory levels and restocked shelves
- Greeted customers and provided them with assistance

10/2021 – present

Mohali, India

### Payment Posting Knack Global

1. Posts payments to practice management system (live checks within 24 hours, Online Credit Card payments the next business day, EFT deposits within 72 hours  
Records batch totals with date and initials on payment receipt spreadsheet  
o Balances batches and runs transaction reports

o Verifies all EFT deposits and scanned checks have been posted by month end

- 2 Properly communicates and documents payment denials in the practice management system and to the appropriate billing representative in a timely manner.
- Created and maintained accurate patient accounts by reviewing documentation and applying appropriate payments
  - Verified and posted payments from patients, insurance companies, and other sources
  - Investigated and resolved discrepancies on patient accounts
  - Input patient demographics and financial information into the system
  - Monitored outstanding balances and took appropriate actions to collect

## Education

04/2010 – 05/2011

Manipur, India

### Intermediate Examination (Senior Secondary) Presidency College

Education

04/2008 – 05/2009  
Manipur, India

High School Examination  
Kangpokpi High School

Skills

– KNOWLEDGE OF COMPUTER

Basic knowledge of  
Computer



– LANGUAGE

Hindi

Native

Enhlish

