

CONTACT

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☎ +91 9600654061  
📍 Tiruppur, Tamilnadu

SKILLS

General

Leadership Quality

Effective Communication

Team Management

Project Management

Process Improvement

Supervision

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Domain

Health Care

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Software & Tools

MS Excel

MS Word

MS Powerpoint

CRM

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Operating Systems

Windows

MacOS

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CERTIFICATIONS&TRAINING

- ICWA Foundation : Certificate.
- Account Receivable Calling : Training.

CONFERENCE

- Paper Presented on Big Data Analytics of Global E-commerce Organization.
- Paper Presented on National Level Conference on E-commerce Analytics.

LANGUAGE

English(Read,Write,Speak)

Tamil(Read,Write,Speak)

Kannada(Speak)

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ABOUT

Enthusiastic Associate eager to contribute to team success, attention to detail and excellent organizational skills. Innate Ability to adapt and up-Skill to the trends in the industry. Clear understanding of HR policies and programs.Well-organized and collaborative as a team player with strong communication and analytical skills.Motivated to learn, grow and excel in the Human Resources function.

PROFESSIONAL EXPERIENCE

📅 01/2022-Ongoing

📍 HGS Health Care, Bengaluru.

Client: Humana

Sr. Consultant Quality

- Auditing the call recordings between the agent and the customer with the help of CRM Tool.
- Performed an in-depth review of the conversations and Transcripts using Medicare Allegation Review System.
- Identified and Reported Disputes for Fair Deliverables to the client.

📅 01/2021-01/2022

📍 Cognizant Technology Solutions Pvt.Ltd, Coimbatore.

Department: Ajudication

Process Executive

- Evaluating and Processing claims in accordance with company policies and procedures.
- Well versed in HIPPA and HCSC Guidelines.

📅 06/2019 - 06/2020

📍 Healthcare Informatics Pvt.Ltd, Gujarat

Associate Ar Caller

- Assess and Resolve enquiries, requests and complaints through calling to ensure that customer enquiries are resolved.
- Record after-call actions and perform post call analysis for the claim follow-up.

EDUCATION

📅 06/2016 - 07/2019

📍 PSG College of Arts And Science, Coimbatore

6.7 CGPA (B.Com Foreign Trade)

📅 06/2015 - 05/2016

📍 Plato'S Academy Tiruppur

9.0 CGPA (HSC)

📅 06/2013 - 04/2014

📍 Plato'S Academy Tiruppur

9.5 CGPA (SSLC)