***RESUME***

***SANJEEV DAS GUPTA***

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Agra (U.P)

India

***CAREER OBJECTIVE***

To obtain a challenging position in a reputed organization that would allow me to fully draw upon my academic knowledge and prior work experience to help the organization achieve success along with my personal development.

***ACADEMIC QUALIFICATION***

| ***QUALIFICATION*** | ***INSTTITUTE*** | ***BOARD/ UNIVERSITY*** | ***YEARS OF PASSING*** |
| --- | --- | --- | --- |
| High School | St. Queen Marry Public School | C.B.S.E | 2006 |
| Intermediate | Ishwar Maharaj Inter College | U.P | 2009 |
| Bachelor of Arts | Paturi Devi Degree College | Agra University | 2012 |

**R1 RCM** August 2018 to March 2021

**Work Responsibilities**

* Denials Management
* Weekly Meetings (Client Call)
* Weekly Meetings (Team)
* Work Allocations
* Quality Team Meetings
* Process Updates Related Meeting
* Help team members with their daily issues
* I am working in Medical Health Billing for the **Intermedix** which was recently acquired by R1 RCM on behalf of (provider Office) for the Emergency Services in the Appeal Department with the knowledge of AR collection as a **Senior Analyst.**
* Need to call sometime for the claim status to the provider office.
* Filling all kinds of appeal forms.
* Also having knowledge of generic letters.

**GENPACT** June 2015 to August 2018

**Work Responsibilities**

* Denials Management
* Weekly Meetings (Client Call)
* Weekly Meetings (Team)
* Work Allocations
* Quality Team Meetings
* Process Updates Related Meeting
* Help team members with their daily issues

**SERCO** June 2012 to March 2013

**Work Responsibilities**

* In Serco My Work was Handling Customer Query (for Balance Deduction, Vas Services, GPRS)
* Floor Support as per requirement.
* Mentoring new agents.
* Taking calls when an agent is stuck with a customer.

**Achievements**

* In the R1 RCM First Month received client Appreciation for 100 % Quality.
* In R1 RCM got another Reward for 100 % client interaction on call.
* In R1, RCM Third Month received an award for Team support.
* GENPACT was awarded for participation in the Quiz.
* GENPACT was rewarded after successfully completing training with 100 % Accuracy and completed all toll gates.
* In GENPACT in the First quarter got Bronze award for 100 % Accuracy and completed 100% Targets.
* GENPACT in the Third Quarter got another Bronze Award for taking some other responsibilities such as work allocation, Query Validation.
* GENPACT started work as a production specialist after 100 % accuracy and performance, and got promoted as a Direct Production Specialist.

* In GENPACT got appreciation from client side for a Good work with 100 % Accuracy and Productivity got promoted as Quality Check Specialist
* In SERCO, when I started the pilot process after completing one Month got client appreciation**.**
* IN SERCO After 100 % QA, I got on call and good behavior got promoted as a team support Executive who is basically helping those agents who recently joined.

***PERSONAL DETAILS***

Father Name : Pradeep Das Gupta

Date of Birth : 03 April 1990

Nationality : Indian

Marital Status : Single

Gender : Male

Language : Hindi, English, Bengali

**Date :**

**Place : (SANJEEV DAS GUPTA)**