**RESUME**

**Sonal Bharat Jadhav**

# Mangeshi Paradise,

# Building no. 10, Flat no. 101,

# Mohane Road, Shahad West,

# Kalyan - 421103

# Contact- +91 9987828578

Email Id: [jadhavsonal4@gmail.com](mailto:jadhavsonal4@gmail.com)

A seasoned professional with Ten years of experience in industries like Insurances and Healthcare Revenue Cycle operations with a track record of successfully navigating through various responsibilities and roles. I would like to continue my career in an organization that will allow me to fully utilize my skills and professional competencies. To motivate & be motivated, to achieve results & be appreciated for my efforts

**Work Experience**

**Willis Towers Watson October 2016 to December 2020**

Designation: Sr. Accounts Receivable Associate

* Meet the SLA’s of Productivity and Quality
* Calling US Insurance Companies on behalf of Doctors/Physicians to follow up on outstanding accounts receivables
* Updating it in respective software
* Handling team of Associates
* Allocation of Work

**Gebbs Healthcare Solutions Pvt LTD (Revenue Cycle Management, US Healthcare) March 2012 to August 2016**

Designation: Quality Assurance Leader

* Handling team, auditing & barging calls, providing coaching and feedback for process improvement
* Schedule refresher training every month on findings
* Conducting Process Knowledge Test every month
* Preparing Daily, Weekly & Monthly Quality score report
* Sending reports to Sr. Team Leader & Manager
* Audit sample accounts and meet targets

**Inventurus Knowledge Solution** **(Revenue Cycle Management, US Healthcare) July 2008 to February 2012**

Designation: Sr. Accounts Receivable Associate

* Meet the SLA’s of Productivity and Quality
* Calling US Insurance Companies on behalf of Doctors/Physicians to follow up on outstanding accounts receivables
* Updating it in respective software
* Handling team of Associates
* Allocation of Work
* Provide Training to fresher’s
* Auditing & sending reports to Team leads & Manager

**Personal Information**

**Strength:** Able to grasp new concepts quickly and efficiently & Optimistic

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| **Academic Qualification:** | Bachelor of Arts (English Literature)  Mumbai University |
| **Other Qualification:** | Completed MSCIT Course.  MS Office, Windows OS  Internet Concepts |
| **Personal:** | Date of Birth – 14th November 1983  Gender – Female  Marital Status – Married |

**Regards,**

**Sonal Bharat Jadhav**