**Professional Summary**

3+ years of experience in healthcare insurance for successfully managing all operational aspects of a customer contact center including selecting, training, and managing staff; establishing and monitoring productivity goals; and leading cross-functional team on key project.

**Professional Experience**

# Billing- Sr. Claim Associate Gurgaon – Optum Global Services Oct 2019 to Oct 2021

* Correction of Patient Billing Forms post bill correction to the Primary Payor.
* Bill to the secondary payor with the claim submission from different applications & portals.
* Training with the different internal projects.
* Through knowledge and understanding of patient billing, claims submission and address right decision making and keep transparency related to updates at various stakeholder levels

**Senior Analyst at R1RCM Gurgaon Nov 2017 – Jan 2019**

* Responsible for hospital and physician’s collection
* Working with payers to resolve insurance policy relates queries

# Seniors Customer care Executive- DELL International Services Noida Nov 2016 - Mar 2017

* Resolving health insurance related queries of the customers.
* Handling the first level of Escalation.
* Taking care of call back process of the customers.
* Ensuring all team members are informed & fully understand every process/product/technology matters that lie in our scope of support.

# ACADEMIC CREDENTIAL

* B.C.A. from Dr. M.P.S. Memorial College of business studies Agra U.P. (affiliated to D.B.R.A.U, Agra)
* Intermediate from S.D. Inter College Firozabad U.P.
* SSC from Milton Public School, Agra U.P.

# Technical Skills

* Well versed with Microsoft applications - MS access, MS-Excel & PowerPoint

**Other details:**

**DOB :** 04/12/1992

**Father name:** Mr. Suresh Babu Viral**.**

**Current location**: New Delhi