RESUME

Amit Kumar

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A1/2c Room No 304, Plot no E/16,

Uttam Nagar,New Delhi Mobile: 9818227389

110059.

Objective:

Seeking a career opportunity in a growth oriented and reputed organization, where as a team member I am able to make contribution to the best of my ability and able to learn and develop new skills.

Personal skills:

* Comprehensive problem-solving abilities
* Negotiation Skills
* Fast learner and developer
* Team Player

Educational Qualifications:

* *Passed 10+2 From CBSE Board*
* *Passed BA (Art) from Delhi University*

Personal Details:

Date of Birth - 10/02/1989

Father’s Name - Uma Shankar Prasad

Status - Unmarried

Languages Known - English, Hindi

Nationality - Indian

Hobbies - Playing Cricket and Listening Music

Work Experience:

* 43 months Worked Expertserv Solutions India Pvt Ltd as AR Associate. (Mar 2015 to Oct 2018)

Roles and Responsibility handle.

* + Call for claim status
  + worked on Denial Management
  + Worked on Rejections and Authorization verification
* 17 months Worked Concentrix AR Quality Analyst ( Nov 2018 to July 2020)

Roles and Responsibility handle.

* + Solving queries on denials
  + Responsible for the quality of the team.
  + Conducting training and test for the team monthly.
  + Sending Quality Report on daily basis across the board.
  + Interacting with client and calibrating on scenarios.
  + Listening calls and providing feedback
  + Conducting FACT session with Team Leaders
* 14 months worked in R1RCM as Sr Auditor ( July 2020 to Oct 2021)

Roles and Responsibility handle.

* + Responsible for call quality monitoring of AR team.
  + Provide feedback to AR team using the prescribed feedback model.
  + Monitoring and coaching agent on process level issues.
  + Monitor adherence to compliance procedures and processes.
  + Conduct PKT for users
  + Responsible to participate in internal call calibration and external call calibration.
* 10 months Working in Pacific an access healthcare as AR Quality Analyst ( Oct,2021 to Till today)

Roles and Responsibility handle.

* + Responsible to audit calls of AR team and share the feedback on daily basis
  + Responsible to share updates with users and team managers
  + maintain error track file on daily basis
  + Share error trend with operation
  + Conduct PKT for users
  + Responsible to participate in internal call calibration and external call calibration.

DECLARATION

I do hereby declare that the particulars of information and facts stated here in above are true, correct and complete to the best of my knowledge and belief.

Place: New Delhi Date:

Amit Kumar