# SANJEEV SINGH RAWAT

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# OBJECTIVE:

I would like to work for professional, progressive organization which would benefit from the skills and experience I have gained and which provides me with an opportunity to work with my Utmost Efficiency and sincerity to achieve optimum job satisfaction.

# PROFILE:

Highly organized motivated punctual analytical and detail oriented. Able to work effectively as part of a team or individually.

# EDUCATIONAL QUALIFICATION:

* Graduation from Delhi University in **B. Com (pass)**
* 12th (Commerce) from C.B.S.E Board
* 10th from C.B.S.E Board

# COMPUTER KNOWLEDGE:

* MS Office- Word, Excel, Power Point and DOS (also Familiar with **XP Environment** as well).
* Good Keyboard skills (Shortcut keys handling, Windows management etc.)

# WORKING EXPERINCE(S):

* **Presently working with FAIR VALUE INFORMATION TECHNOLOGY SERVICES PVT LTD. From 1ST May 2021 till present as a SENIOR AR (Caller) for U.S. HEALTH CARE INSURANCE in Denial Accounts at GURUGRAM HR.**
* **Worked with PHOENICIAN MEDICAL CENTER INDIA PVT LTD. as an AR Executive for HEALTH CARE INSURANCE in Referrals Team from Provider to Specialists Doctors at GURUGRAM HR from 24 August 2020 to 25 March 2021.**
* **Worked with NTT DATA SERVICES PVT LTD. From 30th May 2018 to 19th Feb 2020 as an AR (Caller) for U.S. HEALTH CARE INSURANCE in Denial Accounts.**
* Handling Denial health insurance claims.
* Taking follow up why insurance company not paying payments for facility claims.
* Working from facility side UB04 claims not paid. Identifying pre calls analysis and making search on claims not paid out from insurance company than make the calls on research and as; with valuable question from representatives after call make the notes on the claims and then send claims for resolution to another department.
* **Worked with Milliman India Private Ltd for 6 years (November 04, 2010 till December 9, 2016) as a Benefit Administrator (Define Benefit Process) at Gurgaon.**

**Job responsibilities**

* Research participant records, qualifications, payments
* Provide support for special projects and other tasks as needed.
* Ensures quality service for existing clients by proactively identifying potential problems/solutions and producing timely and accurate work products.
* Accurately bills time to ensure client’s billings are correct.
* Ensures all work product is reviewed according to Milliman’s peer review guidelines.

**Worked for 4 years (October 04, 2006 till October 10, 2010) with Xansa India Limited** as a (Process Assistant).

* After Completing 8 months I got POB award that is based on process the cases without error and breaches and sustaining the quality then I got the Designation Process Executive in Oulton Process.
* Process (PEs) are trained directly by onshore coaches on client plan provisions and are expected to have detailed plan knowledge to analyze and resolve participant/plan administration issues, troubleshoot/resolve workflows/edits and other critical activities like manual processes.
* The PE is responsible for delivering accurate and timely information to every client and participant. The PEs use their superior business knowledge to identify opportunities for process improvements, with a focus to streamline, automate, and/or standardize the process.
* Documentation and Presentation: I was also responsible for documentation of different procedures related to our job, reporting, training or process improvement for new joiner or for the existing team members.

**Key Result Areas include:**

* Issue Resolution (workflows/edits)
* Manual Processing.
* Identify opportunities for continuous improvement
* Following competencies are required for above mentioned PE role:
* Excellent written and verbal communication skills
* Excellent analytical ability and problem-solving skills
* Documentation: Ability to document any scenario or any issue.
* Proficiency in MS Office (Excel/ Word/ PowerPoint), Ability to prioritize and effectively manage timelines
* Ability to independently deliver on commitments
* Demonstrate flexibility in supporting client needs
* **Worked for 1.8 years (From February 14, 2005 till October 04, 2006) with Patni Computers System Limited Noida Center** as a (Trainee).
* Responsibilities in Patni Computers Systems Limited (UICI Process):
  + Patni Computers Systems Limited is an international call centre handling some of the most prestigious projects in I was a part of well-known SI Process.
  + Data Entry work.
  + Achieving and maintaining operational metrics of Quality.
  + Planning Strategy to meet the Quality Standards.
  + Handling administrative responsibilities in the absence of team leader.
  + Mentoring and assisting new trainees

# PERSONALITY TRAITS:

I like meeting and interacting with people. Exposure gained during my varied work experience and training has given me an added advantage in dealing with the issue on the anvil.

# PERSONAL DETAILS:

Myself: Sanjeev Singh Rawat

Father’s Name: Mr. A. S Rawat

Date of Birth: 4th Feb. 1979

Marital Status: Married

Language Known: English, Hindi

Special Interest: Net-surfing

Hobbies: Interacting with different people, listening to Music.

Address: H. No. 102 DDA Janta Flats GTB Enclave Delhi - 110093

DATE:

PLACE: **(Sanjeev Singh Rawat)**