CURRICULUM – VITAE

**MOHAN SINGH**

**D-194 Sec-12 Pratap Vihar Ghaziabad (up) 201009** Mob No-8826291689

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**OBJECTIVE:-**

* To be a professional in a Corporate World with unique Identity which give me an opportunity to work and apply my potential in new diverse and challenging field a reputed organization and facilitates learning and growth.

**WORK EXPERIENCES SUMMARY:-**

**Working with Pacific BPO Pvt. Ltd. From 2nd May 2022 to till Present as Senior Executive.**

**Profile:-**

* Meet daily target set by client.
* Worked denied claims from EOB, resubmission of claims for payment or correct payment.
* Experience with Medicare, Medicaid and all commercial insurances.
* Handle all claims on denials, rejections and no response work queues and follow up, review and document accordingly.
* Identified issues and trends that result in non-payment of claim due to internal/external review, escalate significant issues to the supervisor or concern team.
* Contact insurance carriers or other responsible parties for claims follow up and denial resolution.
* Ensure complete review of claims and forward to correct insurance companies.
* Maintain data in excel/spreadsheet and via other specific tools.

**Working with EBS Medical Chart Solutions from 01st November 2018 to 30th April 2022 as a Senior AR.**

**Profile:-**

* Meet daily target set by client.
* Perform analysis of AR data and understands the reason of under payment, days in AR top denials reason.
* Make calls to respective insurances to resolve denials.

**Worked with Ienergizer from 20th July 2017 to 20 October 2018 as a Customer Support Executive.**

**Profile:-**

* Handle queries, Complaints and requests regarding ATM and branch servers.
* Make sure complaints are resolved and not to get re- open.
* Educate the customers and ATM operators how to log complaints on website portal.
* Make communication to customers and technical team via email.
* Escalate the complaints to higher department of field team according to requirement.

**Worked with Bharti Airtel (Payroll on DSP corporate services) from 26thJune 2014 to 30th June 2016 as an Customer Service Engineer**

**Profile:-**

* Did surveys of network for new broadband connection.
* Make connection through DP, Piller, Subpiller and MDF to the customer end.
* Manage and take care of DP, Piller and Subpiller from several external reasons.
* Resolve customer complaints in broadband connection.
* Take action to make customer experience better and follow proper matrix to escalate their issues.
* Do configuration of modem and give technical support to customer through call and educate about the problem and causes.

**PROFFESIONAL CERTIFICATES:**

Master Diploma in Computer Information and management

**EDUCATION QUALIFICATION**

|  |  |  |
| --- | --- | --- |
| **Degree** | **Year** | **Board** |
| M.A. | 2018 | C.C.S.University |
| B.A. | 2016 | C.C.S.University |
| Intermediate | 2013 | U.P.Board |
| Metric | 2010 | U.P.Board |

**INTERESTING ACTIVITIES:-**

1. Workout and Traveling.

**PERSONAL INFORMATION**

|  |  |
| --- | --- |
| Name | Mr. Mohan Singh |
| Father’s Name | Shri. Suresh Singh |
| Marital Status | Single |
| Hobbies | Playing video game and acquiring new skills |
| Gender | Male |
| Nationality | Indian |

**DECLARATION**

I hereby declare that all the statement made in the above application is correct to the best of my knowledge and belief.

**DATE: -**

**PLACE : - (MOHAN SINGH)**