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**Rahul Kumar**



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**WORK EXPERIENCE**  
9 Years

**ABOUT ME**

**AGE**  
31

Achievement driven professional targeting assignment in US Healthcare Process Operations/Project Management with Organization of repute. Highly self-motivated personal with a customer centric approach.



**Education**

**Master in Business Administration** Graduated, July 2013Brij Mohan Institute of tech and Management Marks 72%  
MDC University Division 1st (Silver Medalist )  
Gurgaon , Haryana

**Bachelor of Business administration** Graduated, July 2011Maharaja Ranjit Singh College of Prof Science Marks 61%  
Devi Ahilya Viswavidhyalaya Division 1st  
Indore, MP

**10+2** Graduated; July 2008MCC College Marks 55%  
Jharkhand Board Division 2nd  
Jharkhand



**Core competencies**

* **Process Operations**
* **Leadership Skills**
* **Project Management**
* **People Management**
* **Quality Assurance**



**Work Experience**

Feb 2021 – Current  
**Role - Assistant Manager**  
Tata Consultancy   
Gurgaon, Delhi-NCR

**Roles and responsibility**

* Transitioning Process to TCS by learning the work and implementing all binding law and regulation
* Monitoring and Managing workflow or targets to assure timely delivery of SLAs
* Guide team to complete daily load within TAT and optimize collection
* Focus on rejection and finding trends to ensure first resubmission acceptance of claims.
* Look for trends, track denials and mitigate the risk of future denial.
* Provide feedback to internal department personnel on denial management trend and findings
* Preparing Deck (High Dollar Analysis, Cash Collection, Aged AR Analysis, Trends and Findings, Quality and Productivity) and presenting it the internal leadership and Client.
* Establishing effective relationship with other functional team in the organization.
* Rigorous check with the associates on their Productivity and Quality to understand ground level challenge and possible fix .
* Understanding the client’s standards and training the team to meet the client’s standards.
* Identify training gaps in the team and develop a plan with necessary department.

Jan 2019 – Jan 2021  
**Role - Assistant Manager**  
Optum Global services   
Gurgaon, Delhi-NCR

**Roles and responsibility**

* Develop and Implement strategies, which result in faster resolution of the Accounts Receivables (AR) from the client and focus on exceeding the cash targets
* Understanding the NVAs from the process and extract
* Focus on the aged stuck cash and placing check points on accounts which might results in Bad Debt/Written off.
* Understand the payment patterns from various payers for setting up a mechanism to alert when a deviation from normal pattern are seen.
* Escalation of issues causing delay in payment which requires further escalation to Health insurance from onshore.
* Focus on rejection and finding trends to ensure first resubmission acceptance of claims.
* Look for trends, track denials and mitigate the risk of future denial.
* Assist folks in correct routing of accounts which requires further assistance from inter departments like – Onshore, Appeals etc.
* Provide feedback to internal department personnel on denial management trend and findings
* Train new folks whenever required.
* Conduct regular conference calls with clients and identify ways & means to improve client satisfaction.
* Preparing Norms/ Flow chart/SOPs for the process to assist the team in understanding the process.
* Establishing effective relationship with other functional team in the organization.
* Measuring productivity, Quality and attendance of associates upon well-defined metrics.
* Understanding the client’s standards and training the team to meet the client’s standards.
* Job allocation and ensuring the productivity to achieve the production within client’s TAT.
* Identify training gaps in the team and develop a plan with necessary department.

Jan 2015 – Dec 2018  
**Role - Assistant Manager (May 2017)**  
R1 RCM Global Private Limited   
Gurgaon, Delhi-NCR

**Roles and responsibility**

• Managing the team and directing operations.

• Motivating Employees by introducing various beneficiaries and growth opportunities.

• Prepare and maintain the performance report for the appraisal process and the top level in appraisal process

• Establishing effective relationship with other functional team in the organization.

• Measuring productivity, Quality and attendance of associates upon well-defined metrics.

• Job allocation and ensuring the productivity to achieve the production within client’s TAT.

• Identify training gaps in the team and develop a plan with necessary department.

• Up ahead in meeting Performance Guarantee (SLA) matrix for the client.

• Stay in ground level to understand the Accuracy related challenges and possible fixes.

• Understanding the SOP related issues and escalating it for fixes.

• Defining Goal sheet basis of current process need

June 2013 – Dec 2014  
**Role - Analyst**  
IBM Daksh  
Gurgaon, Delhi-NCR

**Roles and responsibility**

* Analyzing Physician/Hospital claims and adjudicating them.
* Training new employee to become confident.
* Creating SOPs to help the process
* Audit Incorrectly processed claims and make correction
* Identifying best practices and share it with the team
* Giving buddy up to the new associates

**Growth Path:**

|  |  |
| --- | --- |
| **Assistant Manager** | **May 2017 - Present** |
| **Management Trainee** | **June 2016 – April 2017** |
| **Senior Analyst** | **Jan 2015 – May 2016** |
| **Analyst** | **July 2013 – Dec 2014** |

**Professional achievements -**

* Awarded Best Team lead 3rd & 4th Quarter of 2017.
* Awarded Emerging leader in 2017.
* Implemented Ideas resulting Cost saving & increase efficiency –
* Facet integration of Claim enquiry ( Impact $300K )
* New Born Grouping and correct routing ( Impact $2M )
* SEAL Logic on Authorization & Emergency Code ( Impact $3M )
* Query tracker Macro created to simplify process.



**Personal Details**

Father’s Name: Mr. Ajay Prasad Marital Status: Single  
Birthday: Jan 17th, 1991 Nationality: Indian  
Gender: Male Language: Hindi, English

**Declaration**

I, Rahul Kumar, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

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Rahul Kumar Gurgaon,   
 6th July 2022