**Narendra Kumar**

C/o Dr. RR Rathi, House No-x1140

Street No-3, Rajgarh Colony,

Gandhi Nagar, Delhi-31

**PH#:** 7838802529, 8368230025

**Email:** - nkumar1023@gmail.com

### PERSONAL SNAPSHOT

Detail-oriented, accurate professional with 11+ year’s hands-on experience in medical billing. Well-versed in ICD-10, CPT and HCPCS coding, strong expertise in medical billing.

Excellent team player and quick decision maker who has a profound ability to solve problems with minimum escalations.

### KEY SKILLS

### Medical Terminology • Medical Insurance

### Excellent Interpersonal Skills • Insurance websites navigation

### Various Practice Management Software

### Insurance & Patient Aging

### WORK EXPERIENCE

**Pacific BPO Pvt. Ltd. B11 Sec 63 Noida-201301 July 2016 to Current**

Working with Pacific BPO Pvt. Ltd. B11 Sec 63 Noida-201301 as **Team Lead-AR** for US Healthcaresince April 01- 2022 to 31 Current.

**Roles & Responsibilities:**

* Handing team of 18 associate.
* Assigning inventory to the team as per the client requirement, mainly focused on 120+ aging.
* Training sessions for Associates to pay attention regarding the Targets & Quality.
* Handling client call and escalations emails.
* Handing spreadsheets of Payment, Coding, Credit Balance, Billing & Adjustment Request.

Worked with Pacific BPO Pvt. Ltd. B11 Sec 63 Noida-201301 as **Sr. A.R. Executive** for US Healthcaresince July 05-2016 to April 30- 2017.

**Roles & Responsibilities:**

* Responsible for Internal Quality and maintain the standard of 97% accuracy.
* Provided training for new team member.
* Handled the client’s correspondence & escalations.

Worked with Pacific BPO Pvt. Ltd. B11 Sec 63 Noida-201301 as **Quality Analyst** for US Healthcaresince May 01- 2017 to 31 March 2022.

**Roles & Responsibilities:**

* Doing Quality Audit and achieving all the milestones of audit numbers.
* Conduct the Weekly and Monthly team briefing, discuss the current issues regarding quality and client updates with the team member to improve the resolution rate.
* Conduct training sessions for Associates to pay attention regarding the quality targets and how to achieve.
* Conducting PKT (Process Knowledge Test) time to time to ensure continuous improvement in performance.
* Generating daily, weekly and monthly audit report for process and share with above leads.

Worked with Pacific BPO Pvt. Ltd. B11 Sec 63 Noida-201301 as **Sr. A.R. Executive** for US Healthcaresince July 05-2016 to April 30- 2017.

**Roles & Responsibilities:**

* Responsible for Internal Quality and maintain the standard of 97% accuracy.
* Provided training for new team member.
* Handled the client’s correspondence & escalations.

**MD Everywhere Pvt. Ltd, Sec 63 Noida- 201301 Mar 2011 – May 2016**

Senior Associate – (AR)

MD Everywhere offers a leading revenue cycle management (RCM) and electronic medical record (EMR) solution including credentialing services for physicians. Our unique RCM solution includes purpose-built, cloud-based practice management software, coding rules engines, contract monitoring tools and full-scope claims management and back-office services.

**Roles & Responsibilities:**

* Trained new ramp-up team members on Health Insurance.
* Maintained the expected standard of delivery with 98% accuracy.
* Responsible for work distribution and coordination within the team to facilitate smooth functioning of daily operations.
* Rendering on-floor training/guidance to the new team members on work procedures, process flows and knowledge resources.
* Maximized team performance – Excelled at identifying, developing and using strengths of team members, as well as locating, detecting and resolving problems and weaknesses of each team individual.

**Tech Mahindra Ltd, Sec 64 Noida -201301 Mar 2008 to Mar 2011**

Sr. Customer care Executive

Tech Mahindra Limited is a multinational provider of information technology, networking technology solutions and Business Process Outsourcing to the telecommunications industry.

**Roles & Responsibilities:**

* Handle customer inquiries telephonically.
* Provide customer with product and service information.
* Identify and escalate priority issues.
* Manage and resolve customer complaints

NOTABLE ACHIEVEMENTS:

* Worked with multiple specialties **Hospital, Physician Billing and Appeal Process (A.R.)**
* Improved Team Quality by providing Training and development inputs and opportunities to team members.
* Awarded as Employee of the Month for performance many times.

PERSONAL INFORMATION

**Name-**Narendra Kumar

**DOB-**10-02-1982

**Father’s Name-** Sardare Singh

**Marital Status-** Married

**Interest** –Listening to Music, Watching News and History reading.

**Education** -Graduation (Economics) - C.C.S. University Meerut- 2003

Date: 05/11/2022 Narendra Kumar