**RESUME**

**Monisha. Email :** [rejinisha1823@gmail.com](mailto:rejinisha1823@gmail.com)

**Address: Mobile No: 9108084613**

No 6B, srinivasa mudaliyar st,

Perambur,

Chennai - 600011.

**CAREER OBJECTIVE:**

Looking for a job where my skills are useful to improve the organization with my hard work and dedication towards the work.

**SKILLS:**

* Ability to adjust the current situation.
* Quick learner.
* Know basic computer and excel.

**AREA OF INTEREST:**

Entrepreneurial Development / Leadership.

**INTERNSHIP / PPT/ PROJECT:**

I have done my internship in Simpson Group of Co – operative Society Ltd.,

**EXPERIENCE:**

1.Company Name : HCG Hospital

Designation : Associate – Service Excellence

Tenure : 21stSeptember 2017 – 28th December,2018.

Responsibilities:

1. Collecting feedback of service from patient.

2. Conveying fault in other department.

3. Follow up of issues raised by customer and sorting it out.

4. Conducting the Hurdle meeting of patient.

5. Updating in the performitor of all feedback.

2. Company Name : AGS Health care

Designation : Process Associate

Tenure : 10th January,2019 - 20th July, 2020.

Responsibilities:

1. Called insurance representative and knowing the claim status.

2. Forwarding to the internal team for further process of the claim.

3. Routing the claim according to denial.

Notice period : 2 months.

3. Company Name : Access Healthcare pvt ltd

Designation : Client Partner cum Aux trainer.

Tenure : 24th July, 2020 - 12th March,2021

Responsibilities:

1. Making calls to insurance representative and knowing the claim status.

2. Routing the claim as per the denial.

3. Resolving the claim to get the payment.

4. As a aux trainer training the team about the software and the process.

5. Guiding them to achieve the target.

6. Making sure they achieve their quality as well.

7. Assisting the team on floor and clarifying their doubts.

8. Attended client call

4. Company Name : 4D Global Medical Billing Services pvt ltd.

Designation : Senior AR caller Cum Acting GC

Tenure : 17th March, 2021 – 29th July 2022.

Responsibilities:

1. Making calls to insurance representative and knowing the claim status.

2. Routing the claim as per the denial.

3. Resolving the claim to get the payment.

4. Assigning accounts for the team.

5. Preparing sent to client.

6. Assisting freshers on floor about the process and software.

7. Attendance report

8. E-mail drafting

9. SOP preparation

10. MOM preparation

11. Quality check

12. Hands on experience in ECW, AVEA, EPIC, AMD, PATHWAY and KAREO.

4. Company Name : NYX Medical Billing Services Pvt LTd.

Designation : Senior AR caller Cum Acting SME.

Tenure : 8th August 2022 – Current

Responsibilities:

1. Making calls to insurance representative and knowing the claim status.

2. Routing the claim as per the denial.

3. Resolving the claim to get the payment.

4. Assigning accounts for the team.

5. Preparing Consolidated Report.

6. Assisting freshers on floor about the process and software.

7. Attendance report

8. E-mail drafting

9. SOP preparation

10. MOM preparation

11. Team Meetings

12. Quality check

13. Hands on experience in Imagine.

**PROFESSIONAL ACHIEVEMENT:**

Made service in “ The Bharat Scouts and Guides” and received “ Rajya Puraskar” award from Governor Rosaiah

**SCHOLASTIC:**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Course*** | ***Year*** | ***Institute/School*** | ***Percentage of mark*** |
| ***B.com(Corporate Secrtaryship)*** | ***2014-2017*** | ***Queen Mary’s College*** | ***71%*** |
| ***12th*** | ***2013-2014*** | ***Padma Sarangapani Matric.Hr.Sec.School*** | ***87%*** |
| ***SSLC*** | ***2011-2012*** | ***Padma Sarangapani Matric.Hr.Sec.School*** | ***79%*** |

**HOBBIES:**

* Dancing
* Acting

**PERSONAL DATA**

Date of Birth : 18.07.1996

Marital Status : Single

Nationality : Indian

Religion : Hindu

Languages Known : English, Tamil , Hindi (Manageable), Kannada (Manageable).

**DECLARATION:**

I hereby declare that all the information mentioned above is correct and complete to the best of my knowledge and belief.

Date : YoursFaithfully

Place : Chennai. Monisha.S