MUKTA SRIVASTAVA

Phone Number – 7651829672

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**WORK EXPERIENCE:**

* Currently working in NTT DATA, ( MNC) for 1.10 months in healthcare in analyzing medical insurance

claims for quality resolution and performing outbound calls to insurance companies (in USA) to collect

Account receivables.

* Ensuring accurate and timely completion of transactions to meet or exceed client SLAs.
* Responding to customer request by phone and/or in in writing to ensure timely resolution of

Unpaid Medical insurance claims.

* Resolving complex situations following pre-established guidelines.
* Developing and maintaining a solid working knowledge of the healthcare insurance industry

And of all products, services and processes performed by team

* Organizing and completing tasks according to assigned priorities.

**CAREER OBJECTIVE:**

* I intended to establish myself as Customer Services Associate with working Acknowledge and

commitment, Contribution to the company’s growth and in turn ensuring personal growth with

in the organization I believe that my technical functional and communication skills will

enable me in facing the challenging career ahead.

**HIGHEST QUALIFICATION :**

MBA WITH HONS. In HR & Marketing (JSS Noida batch 2017-19)

**STRENGTH**

My greatest strength is my communication skill I love to interact with different people

and have patience to listen them.

Many people approach me to help them take decision as they believe I can analyse things

Better.

**WEAKNESS**

My weakness is that I go by rules a lot this sometimes hampers my progress as I focus on

doing the job with perfection rather the meeting the deadline

However, I am learning to ask for help from other to expedite my own work.