

S. Meegayal Vasanthraj

Personal Information



vasanth100100@yahoo.in



+91 9952043022



Chennai, India

Key Skillsets

- Communication Skills
- Time Management Skills
- Team leadership
- Problem Solving Skills
- Customer Service Skills
- Critical Thinking

Key Processes Supported

- Production Support
- Change Management
- Problem Management
- Performance Monitoring
- Continuous Improvement

Sector Experience

- Customer Success
- U.S. Healthcare Services

Looking for a challenging role in a reputable organization to utilize my technical, database, and management skills for the growth of the organization as well as to enhance my knowledge by exploring new things.

Work Experience

Frm	Athena Healthcare Solutions- Chennai, Tamil Nadu.
Jun	Designation: Senior Issue Resolution Analyst
2019	
To	Roles and Responsibilities:
Till	<ul style="list-style-type: none">• A senior analyst in one of the leading billing companies in the healthcare industry.• This position involves, analysis on product issues (Athena Collector), vendor workflow modification/update/feedback and working close with product support and development team to provide input and help improve the product and service.• Work directly with the client on the product, collection feedback and improve process.• Awarded Spotlight, Extra Mile and Customer success Pushing boundaries• Manage the transaction workflows and resolve complex issues related to patient’s eligibility, claim submission, claim status inquiry and remittance processing through direct communication with internal(athenahealth) and external (Insurance companies/Clearinghouses/Collection agencies) stakeholders.• Investigating and resolving issues in Payer EDI related work queues, including interfaces connectivity errors, rejected claims in Athena HOLD queues and missing response files.• Develop a comprehensive understanding of athenahealth’s back-office operations and how relationships between various teams and their workflows influence in complex problem solving.• Other duties as assigned by the EDI Product Support Manager necessary to help optimize and expand EDI operations.• Scope for a global edit across all Providers to make sure the bills are sent out correctly based on the current requirements.• Specialized in Escalation Handling and major Incident Handling & working with multiple Department to perform detailed root cause analysis.• Provided a strength based mentoring program for my mentees and helped them effectively to achieve their metrics.
Date	
June 2015	Omega Healthcare
-	Designation: Quality Control Analyst
Sep 2018	<ul style="list-style-type: none">• Ensure that project related quality processes are followed by associates.• Understand the quality requirements in process perspective and for target.• Call monitoring and coaching the associates based on the observation’s made while monitoring.• Accurately report the required data for project initiative. Share process updates to the associates and coach employees to minimize errors and improve performance.

Awards & Recognitions

- Star of the Month Award - For Exceeding Service Delivery in “ Dell International Services
- Awarded ‘Star Performer’ in Athena HealthCare

Additional Information

DOB:
19.02.1992

Languages Known:
Tamil, Hindi and English

Hobby:
Badminton, Cricket, Music, Travel

Aug- 2013 -
May 2015

Dell International Services

Designation: Sr. Data Conversation Rep

- Process refunds to patients/Insurance company based on credit availability on account
- Designated Individual to handle Quality Control for Credit Balance Refund Process.
- Try and resolve all the issues over the phone and route other issues to the appropriate departments.
- Diagnose the problem, Provide Resolution over phone, Escalate to next level or appropriate Problem Resolution Group.
- Use trouble Ticketing system, Track a call to closure.

Education

Examination	Institution	Year of Graduation
BCA	University of Madras	2015
Diploma in Computer Technology	Jaya Polytechnic College	2010
S.S.L.C	Dasar’s High School	2007