

Resume

Aarthi.M

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Career Objective:

An enthusiastic and self-motivated individual, wish to secure a challenging position in an organization where proven skills experience can be used productively to enhance career development, professional growth and lead to mutual benefits for the organization and myself. Aim to work in a proficient and dynamic environment where contribution of my skills can be polished and used to their best efficiency.S

Work Experience:

Currently working as **Sr. Claim Processing Executive Data** in **Cognizant technologies** from July 2014 to April 2018

Previously worked as **Business Associates** in **Accenture Service private Ltd** from Nov 2012 to April 2013.

Previously worked as Customer Care Executive in **Allsec Technologies Ltd** from Aug 2011 to Nov 2012.

Summary:(Accenture & Cognizant technologies)

Five years of experience in U.S.Healthcare, in healthcare adjudication process, We are responsible for provide payments from other firm to Current working US client firm. Working in US healthcare with **Special Project** which is internally linked to all major adjudication and re-adjudication process.

Responsibilities:

- Managing Team Quality and Production as the SLA
- Attending the client calls for updates for the process.
- Re-adjudicating the claims.
- Assigning work to the associates and guiding them.
- Handling client's escalations when requested by supervisors.
- Following up the projects & closing it with in TAT.

Summary:(Allsec Technologies)

One years and 5 months of experience in Electronic Leading Company, Our daily responsibilities receiving calls from users, understanding their issue with the product and help them through the problem to its resolution.

Responsibilities:

- Telephonic support to the users for facing issues
- Troubleshooting the Customer queries

- Handling escalations calls.
- Process Training to the new associates and guiding them

Major Achievements:

- Received **WOW** Award for the best performance showed in **CTS**.
- Received **Trail blazer** Award for the best performance showed in **CTS**.
- Received **Busy Bee** Award for the best performance showed in **Accenture**.
- Received **TOP GUN** Award for the best performance showed in **Allsec Technologies**
- Received **Best Mentor** Award.

Professional Education:

<i>CLASS/COURSE</i>	<i>INSTITUTION</i>	<i>BOARD/ UNIVERSITY</i>	<i>YEAR OF PASSING</i>	<i>PERCENTAGE/ CGPA</i>
BCA	RVS COLLEGE OF ARTS AND SCIENCE,KARAIKAL	PONDICHERRY UNIVERSITY	2011	68.00
HSC	NIRMALA RANEE GIRLS HIGHER SECONDARY SCHOOL,KARAIKAL	STATE BOARD OF TAMILNADU	2007	62.91
SSLC	NIRMALA RANEE GIRLS HIGHER SECONDARY SCHOOL,KARAIKAL	STATE BOARD OF TAMILNADU	2005	64.00

Technical skills:

Operating systems: MS-Office 2003, 2007, 2010 (Word, Access, Excel & power point).

Application Software: MS-Word, MS- Excel, and MS- power point.

Programming Languages: C, CPP, VISUAL BASIC, HTML, JAVA SCRIPT (basic)

Personal Skills:

- Quick learner with a positive attitude & ability to walk the extra mile Consistently
- Willingness to learn, ability to meet deadlines Ability to communicate Effectively with clients & strong people management skills
- Energetic and Self-motivated team player. Proven ability to work in both

- independent and team environments
- Hardworking and effective performer under high pressures.

Personal Details:

Name : Aarthi. M
Date of Birth : 30 May1990
Father's Name : Marie Anthuvan Sagayadass. S
Nationality : Indian.
Languages : English, Tamil

Declaration:

I hereby declare that the above information is true to the best of my knowledge.

Signature:
Aarthi.M