Harish

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**Summary**

A strong qualified individual with dynamic and goal oriented quality processes over a year of professional experience working as a Quality Analyst for web research, data mining and entry projects for niche directory application. Skilled in My SQL, SQL, Research, Big Data Analytics, R Studio, R Excel, Microsoft office, Leadership, and Project Management.Confident and determined to build professional relationships and possess an ability to adapt and keep in learning at every opportunity.

**Education**

**Hindustan Electronics Academy**

General Education Diploma

Bengaluru, Karnataka

Graduated May 2016

• Diploma in Automobile Engineering

**Sindhi Vidhyala Matriculation Higher Secondary School**

High School Diploma

Coimbatore, Tamil Nadu

Graduated June 2013

SSLC - 10th Grade

**Employment History**

Quality Analyst

Coimbatore, Tamil Nadu

October 2017 – November 2018

Company Profile:  started in May 2016, is a subsidiary of Cable Partners Call Solutions India Pvt. Ltd® with a purpose of providing technological solutions to our clients. Evolving from a conventional BPO/Call Centre, at WaveFront Technologies, we focus at serving technological advancements to improve quality and profitability for our clients. Supporting Artificial Intelligence and Machine Learning based requirements to building websites and mobile applications, our services have been recognized by our clients as the best in the industry. Sourcing top quality data to meet the requirements of our clients through web research/analysis and over the phone surveys has been our prime area of interest; which through time has become our expertise.

**Role:** Quality Analyst

**Project:** Aludio- Acron Family and Children’s Activities Application

**Client:** Aludio, United Kingdom

**Responsibilities:**

* Extracting appropriate information, review and enter information for kids' activities from the provider's official website, government websites and the official Facebook page such festivals, football lessons, martial arts classes, art and crafts, film showings, pottery classes and everyday information such as playground opening timings. Post reviewing the mentioned sources; the information that we enter in Acorn's portal such as information based on activity schedule, demographics, age criteria and more.
* Reviewing Data Entry Associates' submitted data prior publishing onto the application for user review for accuracy in data, timely entry, appropriate content against web resources for cross verification.
* Elimination of duplication of efforts and publishing; necessary corrections and feedback is shared to the associates as quality is optimized and consistency is achieved as per client's service level agreements.
* Cross-trained in news-feed extracts and articles about organizations for automation systems using HTML framework via background inspection of elements.

AR Caller

Coimbatore, Tamil Nadu

November 2018 – Present

Since 2011, has been building a business centered on delivering results by leveraging best practices for Revenue Cycle Management. We even developed a unique operating model beginning with:

1. Best-in-class business processes (focuses on the results your business requires)
2. Building technologies (enabling efficiency and effectiveness in execution) - business process management suite (arc.in) and robotic process automation technologies
3. Recruit and retain people (start with the roles defined by the needs, then apply the right people).

Starting with the end in mind, enables focus on creating results for you so you can focus on your priorities to cultivate growth by unlocking value, better productivity, and higher quality. For more on the genesis of our story, click here.  We were recognized as a Leader by Everest Group in its report “Healthcare Provider BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2017.

It's always a work in progress. We anticipate change and innovate to better serve our customers. It's been quite a journey thus far. Below is a perspective of our DNA, who we are plus some quick facts.

**JOB DESCRIPTION**

* Perform pre-call analysis and check status by calling the payer or using IVR or web portal services
* Maintain adequate documentation on the client software to send necessary documentation to insurance companies and maintain a clear audit trail for future reference
* Record after-call actions and perform post call analysis for the claim follow-up
* Assess and resolve enquiries, requests and complaints through calling to ensure that customer enquiries are resolved at first point of contact
* Provide accurate product/ service information to customer, research available documentation including authorization, nursing notes, medical documentation on client's systems, interpret explanation of benefits received etc prior to making the call
* Perform analysis of accounts receivable data and understand the reasons for underpayment, days in A/R, top denial reasons, use appropriate codes to be used in documentation of the reasons for denials / underpayments.

**Professional Skills**

AR: ● ● ● ○ ○

WORD: ● ● ● ○ ○

Data Analytics: ● ● ● ● ○

MySQL: ● ● ● ● ○

Microsoft office: ● ● ● ● ●

Customer service: ● ● ● ● ●

Data entry: ● ● ● ● ●

Outlook: ● ● ● ● ●

Citrix: ● ● ● ● ●

**Languages**

English: Proficient

Tamil: Proficient

Malayalam: Conversational

Hindi: Conversational

Kannada: Conversational

**Hobbies & Interests**

* Avid Biker and Traveler
* Aeronautical functioning
* Motorsport Enthusiast
* Basketball Fanatic; won several gold medals and championships in school and district level tournaments.
* Actively participated in various cultural and co-curricular activities at level and collegiate levels.
* Data Research and management.

**Personal Information**

Nationality: Indian