**First Name of Application CV No 1623594**

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**CAREER OBJECTIVE**

To work in an organization where I can utilize my skills and learn so that I contribute towards the growth of the company and self.

**PROFESSIONAL EXPERIENCE:**

**Al Amanah Medical Center Sharjah (April 2015-Till date)**

**Designation: Insurance Coordinator**

**ROLES / RESPONSIBILITIES:**

**Billing Insurance Claims(Paper claims and E-claims).**

**Assisting patients with eligibility and benefit coverage questions.**

**Taking approval for medical procedures.**

**Preparing monthly insurance billing statement.**

**Checking payment details of the claims with different insurance companies**.

**Company** : **Cognizant Technology Solution, Bangalore ( May 2013 – Sep 2014 )**

Designation : Senior Process Executive

Application : Facet Applications, Excel, MS Word, Outlook

**Company** : **Infosys BPO Ltd, Bangalore ( Feb 2011 – April 2013 )**

Designation : Process Executive

Application : Qblue Application, Excel, MS word, Outlook

**ROLES / RESPONSIBILITIES:**

* Processing the healthcare claim as per the client requirement.
* Resolved all the queries at first priority or by forwarding to concern team for necessary action.
* Ensure that the SLA’s are timely met with Zero percent escalations and ensure that the quality is not hampered.
* Utilize technical skills and problem solving abilities to assess end-user needs
* Experience in Report generation and customization, auditing and mentoring.
* Strong communicator exhibited by skill in working closely with customer to identify and resolve problems.
* Mentoring for new batches.
* Consistently exceeding production expectation goals with concentration on assigned turnaround time.
* Have been successful in driving team to meet the client exception

**ACHIEVEMENTS AND TRAININGS:**

* Completed the Healthcare T100 certification program of Infosys BPO Ltd.
* Employee Engagement Award from Infosys BPO Ltd.
* WOW award for 100% quality and performance from Cognizant
* Opel Award for outstanding performance, productivity and dedicated services from Cognizant.

**Educational Details**

* **2009 St. Agnes college Mangalore India**

**BCA**

**2006 Govinda Dasa college Mangalore India**

**XII**

**2004 Vidhyadhayini High School India**

**X STD Mangalore**

**SPECIAL SKILLS AND ABILITIES:**

* Ability to manage my task ensuring that the quality of tasks are high
* Ability to work under pressure
* Self-motivated and polite personality
* Dynamic, proactive and dedicated in order to accomplish company targets and deadlines
* Ability to learn new sectors and adapt to changes in the working environment
* Efficient in time management and able to handle work pressure with ease and accuracy
* Capable of handling confidential matters
* Ability to work well within a team

**ADDITIONAL INORMATION**

* Age :25
* Date of birth : 22/03/1989
* Gender : Female
* Nationality : Indian
* Marital status : Married
* Language :English, Hindi, Kannada, Tulu