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| **Mahalingam**  | Mahalingam.384173@2freemail.com  |
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**About Me**

To work in a globally competitive environment on challenging assignments that shall yield twin benefits of job satisfaction and steady paced professional growth.



**Work Experience**

**Total Years of Experience 5 years**

November 2016– October 2018 (2 years)

**S**ubject **M**atter **E**xpert (Claims)

Access Healthcare Services.

Coimbatore, Tamil Nadu.

**OBJECTIVE OF MY ROLE:**

* In charge of Reviewing the denied claims and need to get and give the payments as much as possible.
* Attending escalation calls.
* Coordinate with clients which will also help us to make payment.
* In charge of giving training to the new Joiners as well as handling team.

**POSITION RESPONSIBILITY:**

* Checking the Daily Inflows and allotting works to the associates based on the inflow.
* Providing customer service and understanding the needs of the client.
* Taking responsibilities of DIS which help us to maintain the TAT.
* Sending our team’s daily & monthly production numbers on daily basis to the team with TL’s and Managers which would help them to increase their PMS.
* Responsible for cascading the updates received from the client side and help them to follow the work flow based on the recent updates received.
* Checking up of daily errors and customer complaints received and cascading them to the team which will lead them to improve the quality scores to improve their PMS.
* Clarifying doubts and critical type of denied claims with client’s notes/documentation.
* Monitoring my Team when TL is not available.
* Responsible for attendance on regular basis which will help to plan for the day’s production.

**AR Operations Associate**

**October 2013 – October 2016 (3 years)**

AR Associate(Provider-Claims)

Dell International Services Pvt Limited,

Coimbatore, Tamil Nadu.

**POSITION RESPONSIBILITY:**

* Started as new batch as a AR Representative in the year 2013, responsible for working the denied claims.
* Attended client calls on regular basis and interacted with them to stream line the process & workflows.
* To Review the denied and critical type of claims and providing refresher to associates with updates.
* Responsible for giving training to slow learners based on their performance and giving them several shortcuts and tips to achieve their daily production numbers easily with quality.
* Reviewing the errors received from both internal and external audits and giving feedbacks to team which will help to maintain the quality.
* To prepare my teams daily performances like attendance, production, quality, test score etc
* Handled other extra tasks that has been assigned to me when my TL is not available.



**HIGHLIGHTS**

* Ability to review and understand documents and can work independently with minimal supervision.
* Participated in “**P**owering **T**he **P**ossible” activities in order to help the poor and disabled people.
* Handled several issues and given my best production to the client with help of my team.
* Training new employees and getting them productive quickly.
* Expertise in taking follow up on a daily basis.

**HONORS & AWARDS**

* Received **“Best Connector” award in FB’2015 at Dell International Services** for helping the new hires and giving best support in the team.
* Received **On-The-Spot Award on July 2015** based on my consistence performance that includes production,quality,test score and attendance.
* Got appreciation from my Manager and TL for giving 100 % attendance from 2014 to 2015 and supported my team without taking any leaves.
* Based on my performance i have received “Future Print Award” in Spectrum 2016 at Access Healthcare for maintaining my team with consistent performances.
* Received “Spreading Smiles” most prestigious award in Groove 2018(Annual Performance Award Function) at Access Healthcare for helping towards my team and process improvement and handling extra tasks.

**Education**

**Bachelor Of Science (Information Technology)**

June 2011-May 2013 Dr. R.V. Arts & Science College Affiliated to Bharathiyar

70% (First Class) University,

Coimbatore, Tamilnadu.

**Diploma in Computer Engineering**

June 2008-May 2011 Sri Ramakrishna Polytechnic College,

68% Coimbatore, Tamil Nadu.

**SSLC**

June 2007-May 2008 Vivekam Matriculation Higher Secondary School,

60% Coimbatore, Tamil Nadu.



**Computer Proficiency**

* **Operating System:** Windows
* **Software Packages:** MS Office (Word, Excel, PowerPoint)

 **Languages**

* Tamil, *Native language.*
* English *(speaking, reading, writing).*



**Personal Interests**

Music , Travel.



**Personal Details**

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| Marital Status: | Single |  |  |
| DOB: | 15/09/1991 | Nationality: | Indian |
|  |  | Gender: | Male |

Visa 3 months Visit Visa

**Declaration:**

I hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.