**KUMARI**

ADMINISTRATIVE , CUSTOMER SERVICE , INSURANCE COORDINATOR



**CONTACT**

**Email:** [kumari-392383@2freemail.com](mailto:kumari-392383@2freemail.com)

* **Visa Status:** Visit Visa until 12-8-19

**SKILL**

Problem Solving, Adaptability

Strong Work Ethic, Collaboration Time Management, Leadership

**EDUCATION**

**BACHELORE OF COMPUTER**

* **APPILCATION**

TNO University,Chennai 2009 - 2011

**DIPLOMA IN HAIR &BEAUTY**

**,,,,,,,,, CARE**

MYTHILLI’S INSTITUTE Chennai,2013

**DIPLOMA IN BIGDATA** GLOBAL IT ACADEMY Chennai,2017

**DIPLOMA IN HDCA**

CSC ACADEMY

Chennai,2009

**LANGUAGES**

**Expert** - English, Tamil,

Malayalam

**Average** - Telugu & Hindi

**CAREER OBJECTIVE**

I am looking forward for appropriate position there I can utilize my educational and technical skills for the betterment of the firm and organization. I can work alone or as a part of a team as well because I am flexible enough for indulging in any nature of business environment. I love to work under extreme pressure with timely manner because I am passionate and determine from my job.

**EXPERIENCE**

**SENIOR ACCOUNT RECEIVABLE / MEDICAL INSURANCE COORDINATOR**

*Access Healthcare ltd, Chennai / 27 Oct 2018 – 4 Feb 2019 Project : USA - Healthcare and medical Insurance*

* Filed the claims to insurance and followup upto the payment
* Made calls to insurance for policy eligibility verification
* Get the prior authorization and approval from insurance
* Verified the CPT , DX with ICD-10 updates , medical records and documents before filing the claims to insurance
* Always be watchful for any major rejections or denials –clearing house/carrier.
* Took the appropriate actions for the Denial and rejection claims to get the payment
* Prepared the daily production reports and MIS / Dashboards and reporting to the management

**PATIENT & MEDICAL INSSURANCE COORDINATOR**

*Omega Healthcare LTD, Chennai / 27 Sep 2016 – 31 Jul 2018 Project : USA - Healthcare and medical Insurance*

* Coordinated with patient and scheduling appointment
* Keeping medical records and documents for the patients
* Filed the medical claims to insurance with appropriate documents
* Verified patient medical eligibility and prior approval status with insurance
* Worked in denial and rejection claims to take appropriate actions to get the payments for those claims
* **Need to coordinate and make deal with both sides of the clients ( Provider and Insurance).**
* Handling addition/deletion of various clients with respective insurers.

**ADMINISTRATIVE ASSISTANT**

*Hexaware Technology ltd, Chennai / 03 Sep 2015 – 30 Mar 2017*

*Project : European - Telecom (Tele2 & Comviq Mobility Service)*

* Schedule and coordinate meetings, appointments, and travel arrangements for supervisors and managers
* Manage travel and expense reports for department team members
* Created documents, presentations and spreadsheets using MS Office. Eg. Ms word, Ms excel, PowerPoint presentations
* Supported new-hire on-boarding and related administrative tasks – issue of id badges, day one orientation
* Placed and tracked orders for stationary and other office supplies as required
* Supported office space planning and related administrative tasks
* Coordinated with hospital for employee medical Insurance coverage.
* Handled & Monitored multiple incoming calls and answered queries received by customers.
* Perform ad-hoc duties as requested by line management
* Create, review and modify standard work instructions
* Utilizes the Cactus credentialing database, optimizing efficiency, and performs query, report and document generation; submits and retrieves National Practitioner Database reports in accordance with Telecom Quality

**CUSTOMER SERVICE CUMS SQL DATA ANALYST**

*First Source ltd, Chennai / 28 Jun 2010 – 10 May 2012*

*Project : Indian - Telecom ( Airtel Mobility Service)*

* Handled the customer quires and enquiries
* Have to explain the new launched product to the customers
* Handled VAS activation and deactivation based on customer request
* Accessing SQL databases to fetch data, create procedures, or create ad-hoc reports
* Create, modify and troubleshoot SQL queries, stored procedures and jobs
* Clean, transform and model data to ensure and improve accuracy of metrics calculations
* Convert, manipulate and scrub large volumes of data in various formats
* Develop SQL code to load sourced data to target tables and export data into end user Excel reports
* Experience with common CRM application
* Experience using MS Access
* Design, development, and maintenance of a call center operations reporting package for Mobile network

**SPA MANAGER CUMS SKIN & HAIR SPECIALIST**

*Naturals Beauty & Hair Saloon , Chennai / 03 Jun 2013 – 01 Sep 2015*

*Project : Indian Aesthetic Clinic*

* Inform staff of job responsibilities, performance expectations, client service standards, or corporate policies and guidelines.
* Plan or direct spa services and programs.
* Train staff in the use or sale of products, programs, or activities.
* Monitor operations to ensure compliance with applicable health, safety, or hygiene standards.
* Perform accounting duties, such as recording daily cash flow, preparing bank deposits, or generating financial statements.
* Recruit, interview, or hire employees and Verify staff credentials, such as educational and certification requirements.
* Respond to customer inquiries or complaints.
* **I’m good to handle the beauty services are Threading, Wax, Facial, Bleach, Pedicure, Manicure , Nail Shaping , callus treatment, french tip, gelish & foot scrub.**
* **Customer satisfactions are priority for the all services.**
* **I have enhance experience in hair services are Basic & Change hair styles expert for Female , Blow dry, Coloring , Straitening ,Highlights , Botox , Smoothening and Hair Spa .**
* **Expert in Massages, like Head massages, Pain relief massages, Leg massages , Body massage , Body polish and boby rap.**
* Schedule staff or supervise scheduling.

**ADMINISTRATIVE CUMS HEALTHCARE SPECIALIST** *Blossom Beauty Lounge , Chennai / 01 Jun 2017 – 01 Feb 2019 Project : Indian Skin & Hair care Center*

 Communicates with clients in order to provide the requested services.

 Discusses hair, skin and nail care methods with customers.

 Washes and conditions hair prior to cutting or styling.

 Cuts and styles hair.

 Colors hair.

 Provides effective solutions for common issues concerning hair, scalp, nails and skin.

 Sets appointments with clients and customers.

 Keeps work areas completely clean and sanitized.

 Takes payments from clients and customers.

 Restocks shelves and supplies.

 Check spa equipment to ensure proper functioning and Coordinate facility schedules to maximize usage and efficiency.

 Perform accounting duties, such as recording daily cash flow, preparing bank deposits, or generating financial statements.

 Recruit, interview, or hire employees and Verify staff credentials, such as educational and certification requirements.

 Respond to customer inquiries or complaints.

 I’m good to handle the beauty services are Threading, Wax, Facial, Bleach, Pedicure, Manicure , Nail Shaping

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boby rap.

**COMPUTER EXPERTISE**

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Languages Known

: Basic concepts of C, C++ and Java

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Database

: MS OFFICE (Complete Package) , Tally ERP9 & BIG DATA Developer

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Operating Systems

: Windows XP, Linux Ubuntu 14.04 ,Vista & Win 7.

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Web Technology

: HTML , XML.

**PERSONAL DETAILS**

Name

Nationality

Marital Status

Date of Birth

Gender

: Kumari K

: Indian

: Married

: 04/09/1990

: Female