



EDUCATION:

F.M.K.M.C College Madikeri, (Mangalore University)

2018

Bachelor's of Computer Application -

St. Michaels PU college Madikeri, Kodagu.

2015

P.U.C (PCMB) -

St. Ann's High School, Siddapur, Kodagu.

2013

S.S.L.C -

PROJECTS:

Doctor's Appointment Management System.

Developed an application/project based on the above topic for my 6th semester in BCA.

EXPERIENCE:

Shree HCS Billing

Sr. AR Executive and Subject Matter Expert.

08-2022 - 10-2023

Roles and Responsibilities:

- Excellent English communication skills.
- Ability to talk to insurance companies, check online portals for outstanding payments and take necessary actions, so that the claim is closed.
- Ability to verify eligibility for patients.
- Coding the procedure codes for the tests performed in Lab reports and Billing the claims.
- Meet required productivity and quality standards as per organization policy.
- Compliance to all policies and procedures.

Subject Matter Expert : Promoted on 09-2023

- Reading and analysing patient records.
- Determining the correct codes for patient records.
- Identifying and auditing the coding/documentation deficiencies within patient records.
- Analyzing and compiling information for research purposes.

Just Dial Ltd

Tele Marketing Executive

10-2021 - 12-2021

Roles and Responsibilities:

- Creating achievable sales goals that grow progressively larger over time.
- Assigning shifts in accordance with the target market's availability.
- Updating customers' details on our database, and then sharing this information with staff.
- Tending to highly technical or serious questions and complaints.
- Training new hires and monitoring current staff to ensure consistency in performance.

University of the People - US Non Profile Online University

Admissions officer and Transfer Credit office

2018 - 2021

Roles and Responsibilities:

- Reviewing and processing applications for admission according to University policy and accreditation standards.
- Review and evaluate academic Diploma and transcripts, as well as certificates of English proficiency.
- Assess one's Transfer credits based on evaluation reports and transcripts.
- Utilize third party resources for evaluation of documents. Review and update records in CRM database in Microsoft office.
- Communication (via email) with Admission and program advisors regarding applicants and students.
- Excellent communication skills to attend the regular meetings held with the team leads at Abroad.

Hinduja Global Solution

Customer Relationship Office in Telecom and E-commerce

2017 - 2018

Roles and Responsibilities:

- Trained Associates on daily operations and created business models.
- Managed a high net-worth customer base through ongoing sales and financial products.
- Handled customer inquiries on weekends and holidays.
- Provided exceptional customer service promoting products and services.
- Resolved problems and assisted customers by handling account related inquiries.
- Accurate data inputs and maintenance of client's information in CRM and ICRM.

OBJECTIVES:

Seeking to serve an organization which features a work culture, reflecting dignity, freedom and due recognition to my talent and potential, while simultaneously providing and encouraging opportunities for growth and development that would help me serve the best interests of the organization at large.

SKILLS:

- * Operations of Email, Browsing the internet.
- * Knowledge in MS-Office (MS word, MS Excel, MS PowerPoint)
- * Good time keeper.
- * Capacity to take initiative and build new ideas.
- * Good qualitative aptitude with excellent gasping power and eagerness to learn.
- * Ability to multi-task.
- * Self-motivation and a passion to succeed.

LANGUAGES:

English Hindi Kannada

AREAS OF INTEREST:

- * Medical Coding and Billing.
- * Admissions.
- * Administration.
- * Back office operations.
- * Front office executive.
- * HR Associate.
- * Creative fields related to art and craft works.
- * Flexible to work accordingly.

Declaration

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

Signature: 
Kruthika GL