

# GURIOBAL SINGH



## CONTACT

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## SKILLS

- Project Management
- MS Office
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Organizational Skills

## LANGUAGES

- English
- Hindi
- Punjabi

## OTHER DETAILS

Father's Name - Hari Singh  
D.O.B: 12th Mar 1998  
Gender: Male  
Passport No. : R2581951  
(Visitor Visa)

## PROFILE

Goal-oriented and ambitious fresh graduate in the field of accounting and marketing, seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, leverage my learnings and contribute to the organization's growth.

## WORK EXPERIENCE

### KNACK GLOBAL PVT LTD

JUN 2024 - NOV 2024

Process Associate, Mohali

- To ensure that all patient information is accurate and complete and request any missing patient information.
- Accurately and timely submit medical claims to insurance companies and other payers.
- Verify patient insurance coverage and obtain necessary authorizations for medical procedures.
- Resolve billing issues with insurance companies and other payers.
- Work closely with other departments, such as medical coding and billing, to ensure accurate and timely billing processes.
- Provide excellent customer service to patients and other stakeholders.
- Keep abreast of changes in medical billing regulations and ensure compliance with these changes.

### TELEPERFORMANCE

Jul 2022- Jun 2024

Customer Executive, Chandigarh

- Assisting community and help resolve inquiries empathetically, accurately and on time
- Reviewing Social Media accounts and being knowledgeable about social media products and community standards
- Investigating and resolving issues that are reported on social media such as requests for account support and reports of potentially abusive content
- Responding to user inquiries with high quality, speed, empathy and accuracy
- Using market specific knowledge, signals and insights to spot and scope scalable solutions to improve the support of community of users
- Enforcing social media Terms of Use by carefully monitoring reports of abuse on the site
- Reviewing the reported content within agreed turnaround times and standards of quality

## EDUCATION

### Bachelors of Commerce - Hons (In Accouts)

2016-2019

Panjab University  
Chandigarh

### 12th Grade

204-2016

SD School, P.S.E.B  
Hoshiarpur