

A. SANGEETHA

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Summary of Experience:

A dedicated and results-driven customer care professional with a robust background in insurance processing, customer service, and process management. Eager to secure a responsible and challenging position where my expertise and experience in insurance operations can drive organizational success.

Professional Snapshot/Skills:

- USPS: Experienced in utilizing the United States Postal Service for efficient communication and documentation.
- HCPM: Skilled in Healthcare Provider Management, optimizing provider data and ensuring compliance with industry standards.
- US Healthcare: Extensive knowledge of US healthcare systems, policies, and regulations.
- NPES: Proficient in managing data within the National Plan and Provider Enumeration System.
- Central Provider Tool: Adept at using central provider tools for streamlined data management and reporting.

Work Experience:

Company & Role: First source Ltd | Apr 2023 – May 28<sup>th</sup> 2025, Senior Customer Associate

Company & Role: Concentrix company | March 2022 to December 2022, As Content moderate Associate.

Roles & Responsibilities:

- Efficiently responded to all incoming queries, demonstrating professionalism and dedication to customer satisfaction.
- Interacted with multiple subprocesses within risk management, ensuring comprehensive oversight and risk mitigation.

- Proactively enhanced team processes and controls, leading to significant improvements in operational efficiency.
- Effectively managed escalations and resolved client disputes, maintaining strong client relationships and satisfaction.
- Worked on healthcare insurance processes for patients, ensuring accurate and timely processing of claims.
- Collaborated with rendering providers (doctors) to ensure accurate payment processes and adherence to healthcare regulations.
- Utilized multiple applications, including Cornerstone, to streamline workflow management and enhance productivity.
- Created and verified provider records, ensuring compliance with HIPAA guidelines and industry standards.
- Conducted thorough audits on claims and existing data within the claim processing section, ensuring accuracy and compliance.
- Leveraged NPI (National Provider Identifier) and Tax IDs for precise record verification and data integrity.

#### Key Competencies

- Efficiency Under Pressure: Excelling in high-stress environments to deliver optimal results.
- Project Management: Coordinating and overseeing projects to ensure timely and successful completion.
- Teamwork: Collaborating effectively with team members to achieve shared goals.
- Time Management: Prioritizing tasks and managing time efficiently to meet deadlines.
- Client Query Resolution: Providing prompt and professional responses to client inquiries.
- Risk Management: Identifying and mitigating risks to ensure smooth operations.

#### EDUCATION

- Post Graduate – Osmania University | 2023

- Graduate – Siddhartha Degree College, Osmania University | 2021
- 12th – MNR Junior College, KPHB, Hyderabad | 2015
- 10th – MNR High School, KPHB, Hyderabad | 2012

Declaration:

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

Date: (A Sangeetha)