

# Ravinder Singh

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## Ambition:

To work for an organization, which will help in value addition always, serve as a springboard to move ahead in my career by providing me career opportunities and harness the best of my caliber.

## CAREER CONTOUR:

I have been working in client serving industry - KPO since 2015, ultimately gaining the experience of E2E Billing and Invoicing in Health & Welfare Benefits inclusive the exposure of Benefits Administration and Stateside Audit & Reporting.

I am always striving to bring 100% to the work that I do and my goal as a Process Champion is to build strong & wider analytical knowledge, which will help me to grow more rapidly.

## Current Synopsis:



## Roles & Responsibilities:

- Responsible for taking care of E2E Insurer Billing & Invoicing for multiple clients which consists of following critical work-types; Run Reports & Report Produced, Billing Audit, Ongoing Monthly Billing Report, Non Premium Remittance, Premium Remittance and Carrier Back-up Files
- Working closely (Written and verbal communication) with team manager, stateside and client team of respective clients in order to resolve client's and carrier's discrepancy, concern and complete their request on a daily basis along with handling the HRPs and smoothen the process
- Responsible for business understanding, data understanding, data collection, data preparation, result interpretation and dissemination of business insights to meet the client requirement
- Mentor to entire span as having a strong and wide knowledge of Insurer Billing & Invoicing

- Daily work management involves allocation of work through various sources like email, allocation sheet & tracking applications, etc.
- Responsible for creating, updating and get the signed-off of the documents (Plan document, SOPs & P-map) as and when required
- Impart trainings to new joiners by considering following highlights such as overview, procedure, update assessment
- Active participation in team and/or buzz meetings and gatherings to understand the expectation of clients and management inclusive to stay up-to-date

**Transition and Transformation: - Billing**

- Billing Analyst designation was owed to onshore stakeholders, though they have shared/transferred that role to GSD and I have got selected as a "Billing Analyst" role along with an AM
- Since then I have been part of leading the transition, weekly calls, daily buzz meeting, report out and delegating the work & authorities to new members of the team

**Rewards & Recognition:**

- I have got promoted from Senior Analyst to Process Developer, then Process Champion
- I have rewarded "Rising Star" of the GOSS-SD Team within the tenure of 6 months
- "Star of month" for the months of February 2020 and June 2020
- Received multi # of VOC/appreciation from our onshore partners, BGM & GM

**Pervious Expertise:**



**Processor Advanced**

April 2017–October 2017 (7 Months)

**Team Member**

August 2015 – March 2017 (1 Year 7 Months)

**Roles & Responsibilities:**

- Responsible and taking care of E2E Medicare for multiple clients
- Responsible for managing client's data with accuracy in order to achieve SLA
- Involve in ongoing processes like – EOI, HSA, COBRA, Dependent Age Out and High Risk Process
- Responsible for preparing the TAT sheet (Allocation of work), Processing calendar and Blueprint
- Lead the conversion of process from client team to Medicare group
- Manage the group in order to deliver the deliverables within TAT with 100% quality and lighten the process

### Rewards & Recognition:

- I have got promoted as a Processor Advanced from Team Member
- HBRA Champ Award for constantly meeting client's metrics and performed beyond the expectations
- Live Our Values Award - for showing expertise in multiple processes and providing innovative ideas for process improvement

### SKILLS:

- Enthusiastic and can produce results under deadline constraints
- Quick Learner & Elegant team player
- Exploring new thoughts
- Flexible and like to face new challenges
- Optimistic and self-motivated
- Team liaison (Personal relation)

### Technical Skills:

- Microsoft: Proficient in Microsoft Excel and intermediate in Microsoft Word and Power Point
- Well versed with SharePoint, Mainframe, Advance Table Editor and many more
- Efficient in Reporting skill, Analyzing information, Presentation skill, Quality and Time management

### Educational Qualification:

- Bachelor of Arts (Vocational): Marketing Management & Retail Business with aggregate 75% from College of Vocational Studies, Delhi University in 2012-2015
- XII (Commerce) with aggregate 83% from Sr. Shree Ram Model School (CBSE) in 2012
- X with aggregate 57% from Sr. Shree Ram Model School (CBSE) in 2010

### INTEREST:

- Swimming
- Spend quality time with professionals and close ones

### PERSONAL INFORMATION:

Father's Name	:	Mr. Raghubir Singh
Date of Birth	:	28 August 1994
Sex	:	Male
Languages Known	:	Hindi, English & Punjabi.
Marital Status	:	Single

### DECLARATION:

I hereby declare that the above-furnished details are true to the best of knowledge and belief. I am aware that company can use this data for verification purposes and any material consistency identified would be a bearing on my employment, based on company policies.

RAVINDER SINGH

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