

Uttam Patil

Process Associate

Working as process associate with 1.9 years of experience in Operations Management, Performance Management, Team Management, Client Relationship Management, program management and Data Analysis in health care account receivable



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Hyderabad, India 📍

WORK EXPERIENCE

Process Associate

Genpact India Private Limited

08/2019 - Present

Responsibilities

- Creating SAP Queries to analyze Payments data and making sure payments are applied.
- Calling insurances for claims resolution and maintaining report with Provider relations for better understanding of how insurance processes the claims and sharing the same information to the team for faster claim resolution.
- Analyzing issues within the process and resolve it with other team across function and Monitoring the overall functioning of the process, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Taking complete ownership of the Department, bring in collections, reducing Account Receivables and Maintaining the reports, analysis, finding out issues, escalating issues, suggesting resolutions.
- Generating daily Audit Report of the team, Payment Reports and working on payments using SAP tools.
- Assessing the customer feedback, evaluating areas of improvements and providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices.
- Maintaining history and preparing a specific SOP of unique/difficult issues & their resolutions for new trainee's reference and Regular reporting out of team's performance against goals and action plans taken and driving performance based on them.

PROFESSIONAL PROJECTS

Major medical collections (08/2019 - Present)

- MM collections is one of the projects under wallgreens specialty pharmacy where we work as a collector and resolve the current balance of the patient

EDUCATION

Bachelor of commerce

Keshav memorial institute of commerce and Science

07/2017 - 06/2019

Board of Intermediate Education

Tapasya junior college

05/2014 - 04/2016

TECHNICAL SKILLS

Microsoft Excel

SAP BO

Advanced Microsoft Excel

Microsoft Word

Powerpoint

ACHIEVEMENTS

Best Employee in the team for the year 2020

Received PAT ON THE Back award for the year 2020

CERTIFICATES

Certified in Advance Microsoft Excel

ORGANIZATIONS

Genpact India Private Limited (08/2019 - Present)

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Telugu

Full Professional Proficiency

Marathi

Full Professional Proficiency

INTERESTS

Music

Sports

Travelling