

Arjit Kumar

(+91) 9748853501 • arjit7936@gmail.com • Kolkata, West Bengal, India • [LinkedIn](#)

Objective

To leverage my experience in billing operations, fraud review, case analysis, process optimization, and complaint investigation to contribute to a result-driven organization where accuracy, analytical thinking, and customer satisfaction are key.

Experience

Advisor II – BT Group | Jan 2025 – Feb 2026

- Investigate and resolve **Small Business billing complaints**, ensuring compliance with organizational policies.
- Conduct **end-to-end fraud investigations** related to disputed cases and take corrective actions.
- Prepare **detailed investigation reports** and coordinate with internal teams for final resolution.
- Achieved a significant reduction in complaint turnaround time through process optimization.

Process Associate – Wipro Insurance Solutions | June 2023 – Dec 2024

- Managed **case-by-case investigations and medical billing process** for U.S. healthcare clients.
- Identified **inconsistencies, unusual patterns, and high-risk indicators** during case reviews.
- Coordinated with payers and internal teams to ensure accurate **rebilling and claim closure**.
- Conducted **process research** to identify gaps and implemented improvements.
- Worked extensively on **Jacada, MS Excel, Onbase, and Citrix Workspace** for documentation and workflow tracking to maintain 99% accuracy.

Education

St. Xavier's University, Kolkata

Master of Arts in English Literature

Kolkata, West Bengal

2021 - 2023

R.V. S College, Chas Bokaro

Bachelor of Arts in English Literature

Bokaro Steel City, Jharkhand

2018-2021

Skill Set

Tools: Jacada, Onbase, Citrix Workspace, Genesys, MS Excel

Areas of Expertise: Medical Billing, Phone Billing, Claim Escalation, Process Management, Complaint Resolution, Fraud Investigation, Customer Communication

Other Skills: MS Excel, Report Documentation, Root Cause Analysis, Quality Assurance, Fraud investigations

Key Achievements

- Reduced claim escalation turnaround time by identifying process bottlenecks at Wipro.
- Resolved an average of **35+ billing complaints daily** with 98% accuracy.
- Reduced claim denial rates by **15% through improved root-cause analysis**.
- Recognized for maintaining high accuracy levels in billing investigation reports at BT Group.
- Actively contributed to cross-functional initiatives for improving complaint resolution efficiency.

Certifications

- French Certification- A2 level
- Content Writing and Content Management- Education and Career Times