

TWINKLE OWDHBALL

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Dedicated Associate with extensive experience collaborating with clients, promptly identifying needs and recommending products and services to accomplish clients' goals. Strong communicator focused on delivering outstanding customer care.

EXPERIENCE

DATES FROM – APRIL-2023 TO SEPT 2023

SENIOR ANALYST AR FOLLOW-UP, R1 REVENUE CYCLE MANAGEMENT (RCM)

The accounts receivable follow-up process in medical billing is responsible for looking after denied/rejected claims and refilling them to receive maximum reimbursement from the insurance companies.

Maintaining the claims with accuracy, below are few key tasks assigned in our day-to-day activities:

- Working on denials, AR Follow-up, Appeals and websites logins.
- Follow-up with insurance companies and ensure that all claims come to fruition.
- Feed the alteration in KYC details of customer systems through XEML process.

DATES FROM – AUG-2021 TO MARCH-2023

ASSOCIATE DEDUPE UNDERWRITING, SBI CARDS AND PAYMENT SERVICES LTD.

As an associate we do the Creditwriting of credit cards including analyzing and identifying the credit worthiness of customers by way of detail study of his repayment history, application screening, credit score, fraud report and verification report.

Maintaining the turnaround time of card approval with accuracy, below are few key tasks assigned in our day-to-day activities:

- Handling transactional numbers identifications of customers.
- Validate & initiate reprocess of declined cases as per defined policies to increase the active account numbers of company.
- Feed the alteration in KYC details of customer in customer record systems through XEML process.
- Kept detailed records of daily progress in MS Excel to identify & improve the areas f correction to deliver better quality of production.

EDUCATION

APRIL 2022

MASTERS OF ARTS - ECONOMICS, INDRA GANDHI NATIONAL OPEN UNIVERSITY – NEW DELHI

MAY 2018

BACHELOR OF EDUCATION, V.D. INSTITUTE OF TECHNOLOGY GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY - NEW DELHI

MARCH 2016

BACHELOR OF ARTS, ADITI MAHAVIDYALAYA DELHI UNIVERSITY – NEW DELHI

MARCH 2012

HIGHER SECONDARY COMMERECE, ABHINAV PUBLIC SCHOOL – NEW DELHI

SKILLS

- Experience in building big data reports in MS Excel and PowerPoint presentations
- Strong analytical skills to extract insights from reports/dashboards.
- MS Office (Excel, Word, PPT, etc)