**RESUME**

 **S.SRIJA**

 **Mail id:** srijasrinivas25@gmail.com  **Mobile:** 9566821684**,** 7305370395

**Career Objective:**

To work in a dynamic growth oriented environment with desire to add continuous value to the organization while being committed towards professionalism and teamwork. To build myself a career, where I can dare to dream implement and grow.

**Academic Details:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification**   | **University / Board**   | **Institution**   | **Year of Passing**   | **Marks (in %)**   |
| B.Com(CA) | PeriyarUniversity | St.Joseph’sCollege OfArts & ScienceFor Women,Hosur | 2014 | 70 |
| HSC  | State Board  |  Parimalam Matric Higher Secondary School, Hosur.  | 2011  | 78  |
| SSLC  | Matriculation  |  Parimalam Matric Higher Secondary School, Hosur.  | 2009  | 70  |

**Professional Experience:**

**HGS (HINDUJA GLOBAL SOLUTIONS)**

**Duration** : 2. years and 11 Months

**Designation** : Senior Processing Executive (International Non voice)

# CTS (COGNIZANT TECHNOLOGY SOLUTIONS)

**Duration. :** 2 years and 7 months

**Destination. :** Senior Processing Executive (International Non voice)

**Job Profile :**

* Provided support to the team, ensuring all the requests and service objectives were met.
* Problem solving and providing detailed information on work procedure.
* Work is completed independently and has ability to handle most unique and tough situation Training & mentoring new recruits and existing team members as and when required.
* Drafting Mail for any Escalation or Grievance happened within the Work Environment.
* Resolving the customer query and providing the complete information.
* Following FTR (First time resolution) on every query.
* Quality in all the parameters > 98%..
* Having knowledge in the following areas:
1. Claim adjudication
2. Pharmacy background
3. Overpayment
4. Member eligibility
5. Provider credentialing.
* Making sure to maintain SLA's.

**Other Roles and responsibilities**

* Smooth handling of claims without any escalation
* Independently handling of entire process in the absence of senior team members.
* Keep up the turnaround time defined by the client.

 • Maintaining the Error free Reports.

**Personal Profile:**

Date of Birth **:** 25.11.1993

Husband Name **:** Mr. M.veera raghavan

Address **:** #4 , veerapandian st , senthil nagar thirumullaivoyal Chennai-600062

Gender : Female

Marital Status : Married

Nationality **:** Indian

Languages Known : English, Tamil, Kannada and Marathi.

Interests **:** Listening to Music**,** playing indoor games.

**Declaration**: I hereby declare that the above mentioned details are true to the best of my knowledge and belief.

 Place: CHENNAI

 Date:

#  (S.SRIJA)