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| **• Contact**     |  |  | | --- | --- | |  | Dubai, UAE |  |  |  | | --- | --- | |  | +971 0503024588 |  |  |  | | --- | --- | |  | melvinjob90@gmail.com |     VISIT VISA Valid till 5th Dec 2023  **• Skills**  MS Office  SAP ERP  Team Player, Proactive, Excellent Communication with Multitasking skills.  **• Languages**    English  Hindi  Marathi |  | |  |  |  | | --- | --- | --- | |  |  | **Melvin** Job  Executive Service Contracts Administrator |     Experienced Sr. Executive with over 6+ Years of experience in Medical Billing, posting, reconciliation, Revenue & Customer Service Industry. Outstanding track record of addressing issues and raising customer satisfaction while producing income for the business.    **• Work History**     |  |  |  |  | | --- | --- | --- | --- | |  | 2022-02 – 2023-09 |  | Executive Service Contracts Administrator (Billing)  **Carestream Health India Pvt. Ltd., Mumbai**   * Review accounts and bill for services provided by our Field Engineers for Medical Imaging equipment not under contract. * Posting entries in system. * Verification of accuracy of billing done per quotes or special promotions. * Verification of accuracy of services reported by Field Engineers before releasing for billing. * Participated in team-building activities to enhance working relationships. * Contract management - Processing of new contracts, contract renewals and cancellations. * Reviewing of documentation related to a Service Contract for accurate entry into the company's system. * Charging customers for Service performed by Field Engineers on their site. * Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork. * Follow up on requests from the credit department and process necessary credits. * Creating new customer accounts as necessary. * Being familiar with correct invoicing catalog numbers per product and region. * Receiving incoming calls and addressing internal/external queries. * Learned new skills and applied to daily tasks to improve efficiency and productivity. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2019-08 - 2021-03 |  | Revenue Cycle Officer  **IKS Health, Mumbai**   * Managing revenue for Massachusetts General Hospital U.S. Medical Billing Process. * Review accounting for medical bills and medical claims submitted on behalf of a patient. * Posting entry in the system taking approvals. * Reconciliation of payment. * Coordinating with doctors and medical insurance companies to provide medical records and get claims paid for patients. * Monitored and guided revenue cycle operations. * Supported clinical team members with revenue cycle procedures and addressed issues. * Assessed current revenue cycle procedures and implemented improvements to foster efficiency. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2017-05 - 2019-08 |  | Sr. Executive  **Bizgen Consultancy, Mumbai**  ● Worked for an Australian process for a lead generation company.  ● Maintaining weekly target for team and updating clients for daily performance.  ● Reconciling Bank with payment received.  ● processing invoices taking approvals.  ● posting invoices in SAP. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2012-11 - 2017-01 |  | Executive  **Serco Pvt. Ltd., Mumbai**  ● Worked with Serco Pvt. Ltd. for Billing specialist for Apria Healthcare U.S. Process.  ● Coordinating with the consumer to pay medical costs in accordance with payment plans in order to process the claims.  ● Handled and training On Job trainees and auditing daily work assignments.  ● Also handled daily quality of the team.  ● Invoice creation and posting of invoices. |     **• Education**     |  |  |  |  | | --- | --- | --- | --- | |  | 2009-06 - 2012-04 |  | Bachelor of Commerce  Swami Vivekanand College - Mumbai |  |  |  |  |  | | --- | --- | --- | --- | |  | 2006-06 - 2007-04 |  | Higher Secondary Certificate  Mumbai Board - Mumbai |  |  |  |  |  | | --- | --- | --- | --- | |  | 2004-06 - 2005-04 |  | Secondary School Certificate  NIOS - Mumbai | |

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