

SARIKA DEVI S

E-mail: srinivasansarika@gmail.com

Mobile No: +918883665540

SUMMARY:

- To achieve a responsible place in an organization with my best abilities of hard dedication and knowledge technique in the field of computer applications.

PROFESSIONAL EXPERIENCE:

247 Hire

April 2024 – June 2025

HR Associate L1

- **Sourcing & Recruiting Process:** Detective, dedicated to finding and engaging top tech talent for innovative companies. My expertise includes:
 - Proactive sourcing and research to identify top candidates.
 - Building a robust pipeline of qualified candidates.
 - Collaborating with recruiters and hiring managers to ensure seamless hiring processes.
 - Staying up-to-date on industry trends and market insights to ensure cutting-edge sourcing techniques.
 - Skills in searching platforms like Monster, Dice, LinkedIn, Zip recruiter, Job diva, etc..
- ATS Tools: Job diva, Bullhorn.
- **Onboarding Process:** The onboarding process is designed to ensure a seamless transition for new hires. Similar to UKG UltiPro, my process includes:
 - Welcoming new employees and providing essential information.
 - Setting up necessary tools and equipment.
 - Providing ongoing support and check-ins to ensure a successful integration.
- TOOLS: UKG
- **Proposals Creation Process:** Creating proposals for clients, my approach is thorough and tailored to their specific needs. My process includes:
 - Understanding client requirements and goals.
 - Developing customized solutions and proposals.
 - Collaborating with stakeholders to ensure alignment and buy-in.
 - Presenting proposals and negotiating terms to ensure mutually beneficial agreements.
- Tools: Adobe, MS office

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CAP GEMINI

September 2023 - January 2024

Data Entry Operator [contract]

- Responsible for a variety of tasks that facilitated smooth operations and ensured accuracy across multiple processes, including customer account management, onboarding, disenrollment, and updates to insurance plans and personal information. Key responsibilities included:
- **Welcome Kit Management:** Coordinated the preparation and distribution of welcome kits for new candidates and employees joining the insurance company. Ensured that all materials, including company policies, benefits information, and IT support resources, were organized and provided promptly.
- **Document Management & Maintenance:** Responsible for maintaining and organizing critical documents for newly hired candidates, as well as those disenrolled from the company. This included ensuring proper filing, scanning, and archiving of both physical and digital records for future reference.
- **CMR Process (Customer Maintenance Requests):** Managed the CMR process, handling customer requests related to changes in personal information, insurance plans, and account settings. Ensured that all forms were filled out accurately and processed promptly for system updates.
- **Digital Form Creation & Data Entry:** Worked with digitalized forms to streamline administrative tasks. Created and maintained digital forms that allowed customers to submit requests for changes in their details, such as phone numbers, names, addresses, and other personal information.
- **Image Documents & Location Changes:** Managed image-based documents, including customer-submitted documents for address changes, location updates, and proof of identity. Ensured these documents were properly uploaded into the system and linked to the correct customer records.
- **Customer Profile & Plan Updates:** Assisted customers with updating their profile details in the company's system. This included adding new contact information, updating addresses, and managing requests to switch insurance plans, vendors, or even enroll in new plans.
- **Vendor and Insurance Company Coordination:** Coordinated with external vendors and insurance companies to manage changes in customer information, such as vendor changes or policy updates. Ensured accurate data migration and seamless transitions between vendors.
- **Data Accuracy & System Updates:** Ensured that customer information and insurance details were kept up-to-date in the system. Managed the timely update of databases to reflect changes and ensure consistency across all platforms. By leveraging IT tools and digital forms, I streamlined various administrative processes and ensured that all customer-related requests were handled efficiently, accurately, and in compliance with the company's policies. My role helped to enhance customer experience and ensure seamless transitions for both employees and clients within the insurance industry.

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GMN Software Solution
Billing Analyst

March 2023 - June 2023

- As a Billing Analyst in the healthcare insurance industry, my role involves managing and ensuring the accuracy of patient billing, handling insurance claims, and maintaining effective communication with patients and insurance providers. Key responsibilities include: Billing Management:
- Accurately enter and update patient billing amounts into the system, ensuring compliance with insurance policies, medical codes, and billing guidelines.
- **Verification & Validation:** Verify patient insurance details and coverage, ensuring that all billing information aligns with the patient's insurance plan and the healthcare services provided.
- **Daily Claims Calls:** Act as the primary point of contact for claim inquiries, making daily calls to insurance companies, healthcare providers, and patients to confirm the status of claims, resolve discrepancies, and provide updates on pending payments or approvals.
- **Voice Process for Claims Confirmation:** Engage in voice-based communication to resolve billing issues, confirm patient details, and clarify any uncertainties about claims and insurance coverage. These calls are essential for troubleshooting claim rejections or denials.
- **Insurance Coordination & Follow-Up:** Work closely with insurance companies to confirm claim status, ensure timely payments, and handle billing adjustments. Follow up on denied or delayed claims to secure appropriate reimbursements.
- **Claim Dispute Resolution:** Research and resolve claim rejections, denials, or discrepancies by working directly with insurance companies and patients. This includes submitting corrections, providing necessary documentation, and ensuring resubmission of claims.
- **Daily Reporting & Documentation:** Prepare and submit daily billing reports that track the status of claims, payments, rejections, and adjustments. These reports help monitor trends in claims processing and ensure that the financial workflow is on track.
- **Claims Analysis:** Analyze trends in claim denials, rejections, and delays to identify areas for improvement. Use this data to make recommendations for process optimizations and policy updates.
- **Compliance & Auditing:** Ensure that all billing practices are in compliance with federal regulations, insurance standards, and company policies. Regularly audit the billing process to maintain accuracy and minimize errors.
- **Data Entry & Reporting:** Accurately enter all billing data into internal systems, generate reports, and reconcile accounts as part of monthly and quarterly financial processes. By consistently managing billing accuracy and maintaining effective communication with insurance companies, I help streamline the claims process and contribute to the overall efficiency of the revenue cycle. My role ensures timely resolution of billing issues, enabling faster reimbursements and reducing operational delays.

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EDUCATION:

- Master of Computer Applications from Dhanalakshmi Srinivasan Engineering College (Anna University) – June 2022 [87%].
- Bachelor of Computer Applications from Imayam Arts and Science College (Bharathidasan University) March 2020 [80%].

LANGUAGES & TECHNICAL SKILLS:

- Languages: C, java basics

AREAS OF EXPERTISE:

- UKG
- Job diva
- Bullhorn
- Monster
- LinkedIn
- Zip recruiter
- Indeed & Dice
- Microsoft Office 365

CERTIFICATIONS:

- NSS Certification during under graduation
- Participation in National level seminar during BCA
- Junior Red cross Certification during school level

PERSONAL DETAILS:

- Date of birth : 6th July 2000
- Marital status: Un-married
- Languages known: Tamil & English (Speak, Write, and Read)

DECLARATION:

- I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Place: Sarika Devi S

Date: