

# SARAVANAN V

## PROCESS ASSOCIATE

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No 114 Kannadhasan Street, Ambedkar Nagar, Chennai - 400040

### ABOUT ME

Medical Billing Professional with 3 years of experience as a Process Associate and AR (Accounts Receivable) Analyst in the healthcare industry. Proficient in Athena software, with expertise in end-to-end medical billing, claim submission, denial management, payment posting, and AR follow-up. Also possesses operational management and customer service experience in transport operations.

### WORK EXPERIENCE

**Bus Captain** 2025 - 2026

*Intricity Smartbus*

- Managed on-board passenger relations, safety protocols, and service quality during long-distance transits.
- Coordinated schedule adherence, logistics, and real-time operational communication to maintain high punctuality and service standards.

**Process Associate / AR Analyst** 2022 - 2025

*Medpro Health Care*

- Performed daily follow-up on outstanding insurance claims to efficiently reduce aging AR.
- Analyzed denied and delayed claims, identifying root causes and executing corrective actions.
- Handled complex insurance and patient accounts, ensuring timely and accurate payments.
- Generated and reviewed AR aging reports to track collection effectiveness and performance.
- Coordinated closely with payers and healthcare providers for swift claim resolution and escalations.
- Conducted thorough data analysis to identify systemic trends in insurance denials and reimbursement delays.
- Improved overall cash flow by effectively reducing Days Sales Outstanding (DSO).

### EDUCATION

**Bachelor of Business Administration (BBA)** 2018 - 2021

*St. Thomas College*

**Higher Secondary Education** 2016 - 2018

*PMR Matriculation Higher Sec School*

### SKILLS & EXPERTISE

#### Core Skills:

- Digital Marketing
- Process Innovation
- Development
- Team Management

#### Domain Expertise:

- Strategic Planning
- AR Data Analytics
- Medical Billing (Athena)
- Professional Communication

#### Declaration

I hereby declare that the above-mentioned details are true and correct to the best of my knowledge and belief.

Place: Chennai

Date: 31 May 2026

(SARAVANAN V)