

RESUME

G. Rajeshwari

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Objective

To embrace every assignment as an opportunity to innovate, excel, and contribute effectively to organizational success while honing my professional skills.

Education

- **B.Com** | Alpha Arts and Science College, Porur | 2014 | Secured 75%
- **HSC** | 2011 | Secured 70%
- **SSLC** | Assumption Hr. Sec. School, Nungambakkam | 2009 | Secured 60%

Work Experience

Senior Process Associate – RCM

AARVEE Healthcare Solutions | Nov 2024 – Aug 2026

- Prepared, reviewed, and submitted medical claims ensuring compliance with payer guidelines.
- Conducted **Accounts Receivable (AR) follow-ups** with insurers and patients to resolve balances.
- Investigated denied/rejected claims, identified root causes, and implemented corrective actions.
- Maintained adherence to **HIPAA regulations** and organizational policies.
- Collaborated with cross-functional teams and trained junior associates for process improvement.

Assistant CRM (Sales)

KUN BYD | Jul 2023 – Sep 2024

- Ensured customer satisfaction through prompt and professional interactions.
- Streamlined processes to enhance profitability and efficiency.
- Conducted customer follow-ups and promoted warranty/AMC programs.
- Managed escalations and provided comprehensive customer support.

Senior Customer Relationship Executive (Sales)

Audi Chennai | Nov 2017 – Oct 2019

- Built strong customer relationships to drive sales and retention.

- Addressed customer concerns effectively, ensuring satisfaction and loyalty.

Customer Relationship Executive

Khivraj Pearl – Renault Service | Jun 2015 – Nov 2017

- Assisted customers with service inquiries and maintenance tips.
- Enhanced customer experience by resolving issues promptly.

Skills

- **Customer Relationship Management:** Retention, satisfaction, and follow-ups.
- **Process Optimization:** Streamlining operations to improve outcomes.
- **Communication:** Strong interpersonal and customer-handling skills.
- **Technical Skills:** Microsoft Office, Windows OS, hardware troubleshooting.

Key Strengths

- Adaptable and quick to learn new concepts.
- Excellent communication and people management skills.
- Persistent and hardworking.

Hobbies

- Playing games, touring, and riding.
- Listening to music.

Personal Details

- Father's Name: V. Gopalan
- Date of Birth: 09 Dec 1993
- Nationality: Indian
- Marital Status: Married
- Languages Known: Tamil, English

Declaration

I hereby declare that the information provided is true and accurate to the best of my knowledge.

Place: Chennai

Signature

Date:

G. Rajeshwari