

Dheeraj Hooda

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Job Objective:

To utilize and learned my skills for multiphase professional development, to prove myself and my talent as an asset for the company. Seeking a position to establish a challenging and responsible career.

Professional Experience.

1) UnitedHealth Group.

UnitedHealth Group designs health care benefit plans and services that provide access to quality physicians and other health care professionals, offer greater consumer choice and control over health care services and support informed decision-making by delivering relevant information to consumers and physicians.

Designation: Sr. Quality/Audit Analyst.
May 2007 – Feb 2016.

Project Description:

Oxford Health Plan is driven by powerful and propriety clinical management methods that optimize the health and well-being of individuals. All programs incorporate state-of-the-art predictive modeling, outcomes management and evidence-based best practices. The result is better care and a reduction in overall health care costs.

Job Responsibilities:

- Associated with **Oxford Health Plans, (UHG)** United States.
- To analyze and adjudicate health insurance claims for different providers and members.
- Analyze and adjudicate claims on mainframe software's like PICK, Forte, Intelliclaim, Claim Analyzer and Web CSA.
- Analyze and adjudicate Providers and Members generated **Service Request** in Backend as well.
- Analyze and finalizing the **Audit Processing**.
- To report analysis and summarize feedback.
- To provide updates to Agents and to organize team talks.

Achievements:

- Successfully completed three months post induction training for **Default Claims Processing**.
- Successfully completed two weeks training on **Co-ordination of Benefits**, OXHP.
- Successfully completed one month training on **Professional components**, OXHP.
- Successfully completed two weeks training on **Resolution Analyst** OXHP.
- Regularly receive awards and recognition for the **Team Work**.

- Always achieved high level of quality.
- Always achieved and exceeded targets.

2) ***e-Funds India International PVT Ltd.***

EFD is the payments solutions company. With the unique ability to take an integrated view of enterprise payments and data & decisioning, EFD provides financial services companies and other large enterprises with business insight to make better new account decisions, improve fraud detection and management and streamline payment processing.

Designation: Team Member.

From Jan 2006 to May 2007.

Job Responsibilities:

- Associated with "Customer Support & Information" vendor for **American Express** credit card disputes.
- To setup cases of Disputes between **American Express** Card members & Merchant (U.S National & International).
- To handle disputes and create work management in back end.
- Handling complex customer queries.

Achievements:

- Successfully completed two months post induction training for **American Express**. U. S.
- Achieved high level of quality in production.
- Achieved and exceeded targets in production.
- Maintained a high level of customer satisfaction index.

3) ***Innodata India Pvt. Ltd.***

Innodata India back office division has been successfully providing 24 X 7 offshore back office services to its clients. Innodata India is fully geared in terms of expertise and infrastructure to provide back office services in the areas of: Data Conversion, Digitization, Transcription, Insurance Claims Processing, Content Development, Contact Centers.

Designation: Data Processor.

From Sep 2004 to Jan 2006.

Job Responsibilities:

- Associated with Process entitled "**Law Book**".
- Worked multi-tasks i.e. PDF2DOC, JPEG2PDF, TIFF2DOC.
- To process law forms, indexing and abstracting.
- To analyze complex .PDF files and generate .DOC file.
- Recording and tracking of US judiciary data and to generate action sheet.

Achievements:

- Consistently met or exceeded expectations.
- Doing Internal Auditing for team to help in meeting quality scores.
- Giving feedback for the errors and provide the required trainings.

Educational Qualifications:

- **MCA** - Masters in Computer Applications from Punjab Technical University (2008).
- **BCA** - Bachelor in Computer Applications from Kurukshetra University (2003).

Technical Certifications:

- **MCP** - Microsoft Certified Professional, 2003 (Server).
- **Diploma** - One Year Diploma of Computer Programming from R.C.I Rohtak.

Skills Profile:**Networking & Hardware:**

- **Windows XP** (Connectivity and Internet sharing).
- **Windows 7** (Server and Workstation Version 4.0).
- **Windows 10** (Server 2010 and 2010 Professional).
- Assembling, Installation, LAN Cabling and Troubleshooting.
- Possess a speed of more than 12,000 Key Depression Per-Hour (KDPH).

Operating Systems: Windows XP, Win 7, Win 8,8.1, Win 10.

Personal Information:

- Father's Name - Sh. Krishan Singh Hooda.
- Date of Birth - 5th May, 1980.
- Marital Status - Married.
- Language known - English, Hindi, Punjabi.
- Interested Areas - Surfing Net, Interacting with people.

Date :.....

Place : Rohtak.

(DHEERAJ HOODA)