

NARENDER KUMAR CHAUHAN

Gurgaon-122001 Haryana (India)

+919650711836; Narender.chauhan@hotmail.com; linkedin.com/in/narenderchauhan

PROFESSIONAL JOURNEY

Website Design and Digital Marketing- Executive with Lead Boats Gurgaon- Feb 2021- Present.

- Website designing and editing using WordPress tools i.e. <https://nkkinfotech.com/>
- SEO OFF Page Backlinks on Social Bookmarking Sites, Classified Ads Site and Directory Submission Sites.
- Working on SEO Tools ON Page and OFF Page.
- Email Marketing using Gmail, Mailchimp.
- Working on Social Media Page create and designing, Page optimization and Paid Ad Campaigns.

Certifications and Achievements-

1. Masters in Digital Marketing KALLADA Academy. (Feb 2021 Validity- Life Time)
 2. Google Analytics Certification
 3. Google Ads Search Certification
 4. Google Ads Video Certification
 5. Google Ads Display Certification
 6. Google Shopping ads Certification
 7. Yoast SEO Certified
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Company: Prexus Health India Pvt Ltd. an Operation division of Zawna Health LLC, Gurgaon

Department Head- HealthCare RCM Payment Posting

- Assistant Manager April 2014 to Sept 2020
 - Team Lead July 2011 to March 2014
 - Executive May 2007 to June 2011

ANALYTICAL KEY Cash Posting, Bank Statement Reconciliation, Credit Balance Review, Refund Processing, Month End Closing, Management Reporting And Client Invoice.

WORK SUMMARY

Executive Profile

- Competent, diligent and result oriented professional offering over 10 years of deep experience in Payment Posting, Unapplied Cash, Small Balance, Prepare Patient and Insurance Refund Request, Quality Assessment, Trainings to new joiners, Month end closing and client Invoice.
- Strong team leader builder, motivated and highly talented professionals to balance high-level skills with maximum productivity.
- I've demonstrate deep expertise in Healthcare skills to build a global brands and results for all Healthcare RCM providers.
- Awarded as Shining Star of the June 2009 by Revenue Cycle Manager.
- Planning for Time Management Operation process.
- Planning for Quality and Quantity Targets achievements.

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- Working on Temp project and Assessments to Increase Company Revenue.

Additional Skills in Advance Excels.

- Run the project to acquire the client and finding problem Key cases in Old AR 365 Days statics Matrix report and generated the company Additional revenue. The project has done successfully.
- Designed successfully automation tool using Advance Excel for Team Production and Quality Reporting purpose.
- Designed and developed AR Weekly Denial Dashboard for Management Reporting purpose.

Work Experiences



- Accomplish handling Clients emails & conferences and constantly monitoring the work assigned to team members for achieving the targets.
- Guiding, controlling and motivating the team members to achieve daily Payment Posting work load.
- Monitoring Daily task and manage work & allocation, update weekly and monthly clients reports, work on month end closing scheduled and Client Invoice data.
- Accountable for updating daily performance statistics and productivity of accounts and reporting the same to management daily.
- Regularly raising monthly invoices to Clients; monitor patient Bill & statements on behalf of clients & analyzing low payments & reporting the same to the management.
- Initiating the turnaround efforts in preparation of documentation of work, calculation of team incentives, taking interviews and other miscellaneous administrative work related to team development.
- Effectively handling the clients in a very patient manner, thereby ensuring excellent customer service and satisfaction.
- Organizing various training sessions for the team to enhance their performance.
- Significantly increasing efficiency of accounting and reporting by computerizing manual process and instituting accounting control.
- Monitoring the delay Payments and coordinating with other departments to resolve problems with checks that failed and not encased in Bank account.

EXECUTIVE WORK PROFILE-

- Prepare Daily Cash Posting sheet from bank deposit statements and Reconciliations.
- Daily Lockbox Receipt Posting in Patient account and Tracking the EOBs on clearinghouse, Insurance website and reconcile the posting Lockbox batches and closed them.
- Posting EOB and ERA files thru the Electronic Payment system.
- Update Denial code from EOB in respective patient account and visits with denied reason given on EOB.
- Track zero and non-payment EOB from insurance Website and post in patient account accordingly.

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- Work on Offset payments EOB and insurance payment adjustment posted in patient account.
 - Review small balance patient account weekly and adjust them as per supervisor instructions.
 - Review Unapplied Cash account and apply patient and insurance payment in correct patient account.
 - Review Credit Balance report and settle account accordingly. Prepare refund forms and send to approval.
 - Work on zero Batches Denied EOB, Refund cases, Insurance Letters and Insurance and Patient Credit Card Payments.
 - Credit Card Insurance and Patient Payment ran through Virtual credit card Machine to receive the payment in Bank account Deposit and inform to client whenever declined the card insufficient information and connect to insurance company to re-issue the payment in check mode.
 - Update Daily Cash Posting sheet and send to reporting supervisor officer.
 - Reconciliation daily Receipt Lockbox posting with deposit sheet in Bank transactions received.
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PROFESSIONAL RECOMMANDATION ACHIEVED

"Narender is a very dedicated and loyal employee. He is very knowledgeable in his work skills and is a pleasure to work with." ~ Gayla Lewis, CPB, CPC Revenue Cycle Director- Ohio Valley Medical Center, USA

"Narender is a detailed orient leader who holds very strong revenue management monitoring skills. he is famous in his professional circle for being extremely dedicated, hardworking and a thorough professional. His knowledge in IT sector is an icing on the cake. Extremely aggressive about the targets and yet calm and composed in managing his teams to drive through, he leads by example and is an ideal asset for an organization. My best wishes!!!!" ~ Kamal Chauhan Operations, Analytics & Process Excellence - Revenue Cycle Management

ACADEMIA

 PG Diploma in Computer Application – (PGDCA) Full Time 2 Years Regular Course, July 2002 to May 2004
Uttarakhand Board of Technical Education, Roorkee (UBTER)

 Bachelor Degree in Commerce, Full Time 3 Years Regular, July 1999 to June 2001
Kumaun University Nainital, Uttarakhand

Alternate Contact- +91-93542-35335

Date of Birth: 12/1979
