

Contact Me ———

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JYOTHI KUMARI. RAVULA

Document Controller & Claims Associate
Quality Control- Administration

KEY SKILLS

Administration & Claims Associate

Strategic Planning Abilities
Communication
Delegation
Administrative Support
Customer Service
Policy Administration
Claims Processing
Claims Analyst
Insurance Industry
Customer Support
Administrative Coordinator
Processing Specialist
Office Assistant

Document Control - Quality Assurance:

Document Controller
Quality Assurance
Document Management
Document Control Specialist
Document Compliance
QA Coordinator
Document Quality & Review
Quality Control Analyst
Regulatory Compliance
Document Archiving
Records Management
Data Retrieval

ABOUT ME

Experienced claims processor and Administrator adept at accurately handling various documents, collaborating with teams, and ensuring high-quality results. Customer-centric leader skilled in exceeding expectations, delivering professional responses, and driving continuous improvement. Efficient administrator proficient in office management, data entry, and record-keeping. Committed to compliance and data-driven reporting to enhance operational efficiency.

EDUCATION

PG M.SC. IN STATISTICS

2004

Acharya Nagarjuna University.

Social sciences, finance, and econometrics are all covered as potential areas for gathering & interpreting statistical data.

B.SC. IN COMPUTER SCIENCE

2002

S.R.R & C.V.R Govt. College -Affiliated to Nagarjuna University.

methodologies underlying the analysis, design, and utilization of computer software, algorithms, and systems.

EXPERIENCE

SUTHERLAND HEALTHCARE SOLUTIONS, INDIA

Mar 2017 – Jul 2023

Sr Associate - Transaction Processing

Lead manage, train and develop teams, exceed customer expectations.

UNITED HEALTH GROUP, INDIA

Sep 2011 – Aug 2012

Claims Associate

Process claims - Document handling , filing and Reporting.

APOLLO HEALTH STREET PVT. LTD, INDIA

March 2008 – Sep 2011

Sr Process Associate

Customers service - Co-ordinate with Operations Department.

GLOBAL INFO VISION PRIVATE LIMITED, INDIA

Jan 2006 – March 2008

Data Processing Analyst

TECHNICAL SKILLS

Advanced Excel

Microsoft Office

CRM

Typing Speed

Reporting and MIS

Operating Systems

LANGUAGES

English

Hindi

Telugu

PERSONAL DETAILS

- Address: Al Qusias - Dubai - UAE
- Marital Status: Married
- Visa Status: UAE Residence Visa
- Availability: Immediate can join

RESPONSIBILITIES

CLAIMS PROCESSING AND DOCUMENT MANAGEMENT

- Processing claims by completing the installation of claims according to the case instructions rendered by the Service Operation Specialist (SOS) onshore.
- Process different kinds of documents with required information by keying into summation software.
- Perform logical document determination, including reading, interpreting, and identifying required documents.
- Merge documents and allot attachment ranges.
- Report the number of documents processed and assist team members in primary quality check

TEAM LEADERSHIP AND QUALITY CONTROL

- Lead, manage, motivate, and develop teams of employees in a high-volume, highly targeted customer-oriented environment.
- Provide customers with a professional and accurate response to their problems and deliver quality programs.
- Consistently exceed customer expectations by delivering timely, competitive, high-quality services through continuous process improvements.
- Schedule the weekly quality meeting at a consistent time and discuss any recent quality incidents, non-conformities, or deviations from quality standards.
- Identify the root causes of these issues and propose corrective and preventive actions
- Ensure conducting daily team briefings to discuss current issues, targets, and performance-related updates.
- Coordinate with the Operations Department to ensure optimization of productivity.

ADMINISTRATION AND REPORTING

- Overseeing day-to-day office operations.
- Analyzing data to identify trends and areas for improvement.
- Inputting data into databases or spreadsheets.
- Maintaining accurate records and files.
- Organizing and maintaining physical and digital files.
- Ensuring compliance with document retention policies.
- Assisting in compliance audits.
- Generating reports on various aspects of office operations.
- Coordinating office maintenance and repairs.
- Managing office supplies and inventory.