

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

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Microsoft Office

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CRM

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Typing Speed

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Reporting and MIS

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Operating Systems

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## 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.