**PRAKASH GANDHI**

4601 Crosswinds Drive, Mississauga, ON L5V 1G4 | (437) 679-9274 | prakash.g87@gmail.com

**OBJECTIVE**

A goal oriented, dynamic leader in the US Healthcare Operations domain(Medical Billing), seeking a challenging opportunity to manage and lead large projects where my advanced skills, education, extensive training, and many years of experience could be fully utilized.

**CAREER OVERVIEW**

* Proven leadership roles in activities such as project planning, delivery, client interaction, troubleshooting, managing project operational parameters, and people management
* Efficient in project transitions and onboard new clients
* Ensure compliance to procedures and policy guidelines
* Customer-centric, creative design thinking, and driving metrics for people career growth
* Domain knowledge in United States ***Healthcare Billing, Clerical Activity and Account Receivable.***

**SKILLS**

**Technical Knowledge Project Management Professional Skills**

MS-Excel, Word, Power Point, Outlook, Teams Client management People Management

Medical Billing Software Requirement analysis and Planning Recruitment

 Costing, and Resource planning Business Analysis

 Stakeholder engagement Service Delivery

**WORK EXPERIENCE**

**Asst. Delivery Manager – Operations** Sep 2021-Jun 2022

**Access Healthcare Pvt Ltd, Chennai, India.**

* Lead, coordinated and managed end-to-end activities of the projects
* Managed Billing, Clerical and Account Receivable process for the projects
* Tracked project implementation, risks, and concerns and published periodic status reports
* Created significant reduction in cost and process improvements thru time studies, process automation.
* Responsible for recruitment, selection, retention, and supervision of employees
* Negotiated and facilitated Service Level Agreements (SLA), Key Performance Indicators (KPI) and owned them
* Liaised with business lines and functions (operations, HR& IT) on quality, training, recruitment, and system requirements for projects
* Handled performance of the team thru appraisals, confirmations, ongoing feedback, and training

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**Deputy Manager – Operations** Oct 2019-Sep 2021

**Bristol Healthcare Services Pvt Ltd, Chennai, India.**

* Managed and coordinated the overall planning, execution, and delivery of projects throughout all phases
* Managed Billing, Clerical and Account Receivable activities to the projects handled
* Worked to deliver validations in projects within the required time, per the process flow shared by the client
* Lead and trained batches using audio-visual teleconferences, PowerPoint, Documents, internal eLearning tools that help to design responsive online courses and events
* Contributed towards updating knowledge assets

**Supervisor, Team Lead, Quality Analyst- Operations** Jan 2012-Sep 2019

**AGS Health Private Ltd, Chennai, India.**

* Lead, coordinated and managed end-to-end activities of the projects
* Managed Billing, Clerical and Account Receivable activities to the projects handled
* Tracked project implementation, risks, and concerns and published periodic status reports
* Created significant reduction in cost and process improvements thru time studies, automation.
* Prepared executive summary report on project and team performance with metrics.

**Senior Transaction Executive** Jun 2008-May 2011

**Celersoft Services Private Ltd, Chennai, India.**

* Performed clerical work for US doctors.
* Captured patient service/treatment details in billing software, sent claims insurance/patients electronically, performed payment/adjustment entries per the electronic remittance, sent patient statement, worked denied/aged claims.

**EDUCATION**

Bachelor of Mathematics Jun 2003-Apr 2006

A.V.C College, Bharathidasan University, India

Diploma in Co-Operative Management & Computer Application Jun 2006-Apr 2007

Dr. M.G.R Co-Operative Management Institute, India

**CERTIFICATION**

* MEP (Management Essential Program), AGS Health Pvt Ltd.
* MDP (Management Development Program), AGS Health Pvt Ltd.

**ACCOMPLISHMENTS**

* Received **Best** and **Star Performer** award for exceeding 100% production with good quality.
* Received **Best Team Leader** award twice for managing the team with Zero percent attrition and for exceeding the set production and quality goals.