

# Nilesh Shahi

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## Professional Experience:

- Working as Client Operations Analyst in Concentrix (Daksh) India Pvt Ltd since January 2023 ; trained in billing (call claim ready) healthcare authorization work type like medical and dental.
- Working as Temp Inventory POC.
- Generated reports and analyzed data to track daily wise task and aware team engagement, satisfaction, and retention metrics
- Provide support to team on using healthcare software and tools effectively

## Education:

- Bachelors in Arts, Delhi University, Delhi 2021
- 12th from CBSE Board Delhi 2018
- 10th from CBSE Board Delhi 2016

## Additional Skills:

- ISC2 Health Care Information Security and Privacy Practitioner (HCISSP) Certificate course by LinkedIn.
- Excellent communication and interpersonal skills.
- Strong attention to detail and organizational skills.

- Proficient in Microsoft Office Suite.
- Knowledge of healthcare regulations and compliance standards.
- Ability to work effectively in a fast-paced, team-oriented environment.