

BHAVNA SHARMA
Process Developer

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Profile

Experienced Healthcare and Research Analyst that accepts the responsibility to support both external clients and internal management. Broad understanding of healthcare process and terms like QMCSO (Qualified Medical Child Support Order), Term Orders, Payroll etc. Capable of analysing problems and designing recommendations, including workflows, processes, and procedures.

Experience

Wipro HR Services India Pvt Ltd

Designation: Senior Associate

May 2018 – May 2024

Responsibilities

- Processing QMCSO document such as NMSN, RFI and Term orders.
- Payroll verification using tools like Workday, ADP, SAP, HRX Assist and Service connect.
- Processing research on healthcare documents like annual enrolment, new hire, and QSC.
- Reviewing claims and sending approval or denial letter on the basis of determination.
- Providing SOP updates, suggestions and feedbacks to the team.

GENPACT

Designation: Associate (Insurance Certification)

October 2016 – April 2018

Responsibilities

- Play a key role in performing different types of process like research and completion of Health insurance certificates for US clients.
- Prepare summary reports by consolidating data to show improvement or focus on areas which need improvement.

Rewards and Recognition

- Promoted Twice within the team from Level A1 to A2 and then Level A2 to B1.
 - Received multiple “Quarterly Awards” for best performance.
 - Recognized as “Star Performer” for giving best quality.
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Software and Skills

- Microsoft Office
- SOP Modifications and Updates
- Data Entry
- Proficient with tools such as TBA (Total Benefits Administrator), CBA (Complete Benefits Administrator), CS Pro, Navigator Tool, QOMS, Lotus Notes, Service Connect, Workday, e-WAT.

Education

Qualification	Year	Institution	Board/ University
BBA	2013-2016	IP Degree College, Bulandshahr	Chaudhary Charan Singh University
Intermediate (Commerce)	2013	Khalsa Montessori Senior Secondary School	CBSE Board
Matriculation	2011	Khalsa Montessori Senior Secondary School	CBSE Board

Personal Dossier

Father's Name : Rajesh Kumar Sharma

Date of Birth : 5th September, 1995

Languages Known : Hindi and English

Marital Status : Married

Present Address : HN E10, Shatabdi Enclave, Sector 49, Noida, U.P.- 201304

The statements made in this document are authentic & genuinely represent my knowledge and skills.