

VINAY JOSHI

CONTACT

 Bhagwati Garden, Nawada
Housing Complex, 110059

 +91-7291939412

 VINAYJ163@GMAIL.COM

CORE QUALIFICATIONS

- Computer Proficiency
- Advance knowledge of MS excel
- Advance knowledge of MS Office

PROJECTS -

- Minor project report on marketing strategy of Haier Ltd. Served as project in BBA
- Major project report on Oyo Rooms served as project in BBA
- Major project on website creation (IT) served as project in BBA

LANGUAGES

- English, Hindi

To be a part of the challenging team which strives for the better growth of the organization and which explores my potential and provides me with the opportunity to enhance my talent with an intention to be an asset to the company

EXPERIENCE

June 2023 – January 2024

Regional Marketing Coordinator *Carrier Midea India Pvt Ltd*

- Handling Sales team for North Region
- Managing sales report on regular basis
- Getting reports for regional team leads on sales and sales staff
- Supports sales staff by providing sales data, market trends, forecasts, account analyses, and new product information.
- Researches competitive products by identifying and evaluating product characteristics, market share, pricing, and advertising; maintaining research databases.
- Updates job knowledge by participating in educational opportunities and reading trade publications.

February 2023 - June 2023

Senior Analyst *Athelas SAVI, Gurgaon*

- Medical billing and eligibility verification, Checking the eligibility status on various insurance portal
- Making calls to insurance for necessary details
- Billing the claim to insurance after collecting necessary details
- Checking the claim denial reason

July 2022 - February 2023

EasyRewardz Software Services Pvt Ltd

- Customer loyalty programming for banking, Resolving customer complaints
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Handling transaction status on CRM
- Update our internal databases with information about technical issues and useful discussions with customers
- Providing email support for quick resolution
- Working on Jira tickets
- Web portal guidance to customers

January 2020 - March 2022

Team leader *Accurio Health Pvt. Ltd*

- Managing the targets for team
- Downloading the patient's appointment report in excel and assigning the team members to process the verification
- Handling the cases escalated through client and checking the reason for escalation
- Training team on the updates received through clinics
- Training the new team members joining the process

- Perform daily, Weekly and monthly reviews
- Monitoring process progress by tracking activity and resolving problems
- Coordination with client for necessary changes to the process
- Developing new training programs for operation

May 2019 January 2020

Associate Insurance Verification

- Checking the patient insurance whether active or terminated
- Checking the insurance through insurance ID and updating the form in Denticon software with all the coverage and their weightage's covered
- Uploading the insurance breakdown to the patient documents for reference
- Verifying insurance for different clinics so that patient can directly take the service
- Verification of insurance through different insurance website
- Escalating the terminated insurance to client for further process.

January 2018 - May 2019

Associate customer support Polaris Consulting and Services LTD

- Responding to customer queries in a timely and accurate way, via phone & Email.
- Identifying customer needs and helping customers use specific features.
- Identifying the root cause for the customer dissatisfaction
- Troubleshooting technical problems
- Delivering information about new product or offers.

EDUCATION

2016

Bachelor of Business Administration
Guru Gobind Singh Indraprastha University
 GPA: 70

2013

Senior Secondary
Kendriya Vidyalaya, New Delhi, DL

2011

Secondary
Kendriya Vidyalaya
 GPA: 6.7, GPA: 60

INTERESTS

Playing Indoor Games
 Listening music
 visiting new places
 Learning and implementing knowledge