



Niranjana Nandakumar

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ABOUT ME

With good faith to achieve challenging position and to have continuous concentration on professional development to be dynamic and useful person to the organization, that I work for and contribute to development of the company.

WORK EXPERIENCE

04/2024 – CURRENT Dubai , United Arab Emirates
COMMERCIAL SALES REPRESENTATIVE CENTURY BANK BROKERS LLC

Sales Strategy Development: Designed and implemented targeted sales strategies to promote credit card products, achieving and exceeding monthly sales targets.
Client Engagement: Built and maintained strong relationships with potential and existing customers, providing personalized solutions to meet their financial needs.
Product Knowledge: Educated clients on various credit card features, benefits, and promotions, ensuring they made informed decisions.
Lead Generation: Identified and pursued new business opportunities through networking, referrals, and cold calling, expanding the customer base.
Market Analysis: Conducted market research to identify trends, competitor offerings, and customer preferences, informing sales strategies.
Customer Support: Provided ongoing support to clients, addressing inquiries and resolving issues related to credit card services.
Sales Reporting: Maintained accurate records of sales activities, performance metrics, and customer interactions, generating reports for management review.
Collaboration: Worked closely with marketing and product teams to align sales efforts with promotional campaigns and product launches.

01/2023 – 03/2024 Sri Lanka
SUPERVISOR HEALTHRECON CONNECT (PVT) LTD

- Lead a team responsible for managing end-to-end revenue cycle processes, including billing, coding, claims processing, and accounts receivable.
- Oversee and monitor the team's performance to ensure adherence to key performance indicators (KPIs), service level agreements (SLAs), and industry standards.
- Identify opportunities for process improvements and efficiency enhancements within the RCM workflow.
- Conduct regular audits and quality checks to ensure accuracy, compliance, and adherence to established protocols.
- Act as a liaison between the RCM team and clients or stakeholders, addressing queries, providing updates, and ensuring client satisfaction.

04/2021 – 01/2023 Sri Lanka
SENIOR OPERATIONS ANALYST – COLLECTIONS. HEALTHRECON CONNECT (PVT) LTD

- Meet delivery and quantity related KPIs assigned
- Maintain accuracy and integrity of process outcomes
- Maintain excellent customer service standards
- Need to fix the patient's medical claim denials
- Need to keep our patient's details very confidentially
- Contact patient's insurance company to claim the payments
- Urgent works given by the clients need to be done in given time frame ex: patient's VOB verifications, preauthorization, denials, billings etc.
- Need to follow-up on the patient's claims every month until resolution

01/2018 – 03/2021 Sri Lanka
OPERATIONS EXECUTIVE - COLLECTIONS. LEGACY HEALTHCARE (PVT) LTD

- Contact for all our clients providing excellent service and follow-up until resolution.
- Coordinate between all departments internally and with clients in resolving customer escalations.
- Meeting daily, weekly and monthly goals regarding volume and quality.
- Maintaining all required reports and trackers to the set standards of the company

- Monitoring ATM machines through their system.
- Need to fix if there's any system errors shown in the ATM machine.
- If there's any errors can't be solve by login to the system, need to contact the technicians and ask them to visit and check the ATM machine.
- Need to attend customer calls and help them in a good manner.

- Handling credit cards customers of Seylan bank.
- Need to contact the customer and get the payment on or before due date.
- Must update customer's statement in the system.
- Need to follow-up every month on the payments and try to get the payment done.

● **EDUCATION AND TRAINING**

ACCESS PROGRAMMING FOUNDATION IT COURSE Colombo BCAS Campus.

GENERAL CERTIFICATE OF EDUCATION ORDINARY LEVEL ROTARY INTERNATIONAL SCHOOL

Final grade 9 O/Ls including English, Mathematics, Science, English Literature and I.C.T

● **LANGUAGE**

Language

- English
- Tamil
- Sinhala

● **SKILLS**

Skills

- Interesting to work with team
 - Willingness to work under pressure at any time
 - Good organized and time management skills
 - Excellent leadership qualities
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Declare that all the above statements are true & correct to the best of my knowledge and belief all my required documents will be forwarded whenever required.