



SHIBLI NAUMANI

EXPERIENCED TEAM LEADER | US HEALTHCARE | RCM | MEDICAL BILLING

CONTACT

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EDUCATION

2008 - 2012

CALCUTTA UNIVERSITY

- Bachelor of Commerce in Accounts.

SKILLS

- Revenue Cycle Management
- Payment Posting
- Quality Control & Compliances
- Time Management
- Claim Submission
- Denial Management & Appeal
- Critical Thinking
- Credit Balance Resolution
- Inventory Management

TECHNICAL SKILL

- Experienced with healthcare tools, including RCM systems and billing platforms.
- Dashboards and Data Analysis
- Microsoft Word, Outlook, and PowerPoint for Daily reporting and presentations.

SUMMARY

Experienced Accounts Receivable Specialist with over 12 years in healthcare revenue cycle management, specializing in invoicing, collections, and account reconciliation. Proven track record in ensuring timely and accurate revenue recording while maintaining strong client relationships. Adept at identifying and resolving discrepancies, streamlining billing processes, and supporting compliance with financial and audit standards. Known for delivering high-quality results under tight deadlines and collaborating effectively with cross-functional teams to improve cash flow and customer satisfaction.

WORK EXPERIENCE

COGNIZANT TECHNOLOGY SOLUTION PVT LTD 2012 - PRESENT
Team Leader

- Led a team of 29 healthcare professionals in end-to-end medical billing and payment operations, consistently achieving and exceeding key performance indicators KPIs).
- Improved production and quality metrics by 100% through strategic process optimization, staff training, and workflow standardization.
- Oversaw accurate payment posting, denial management, and reconciliation of patient and insurance payments across multiple client systems.
- Managed credit balance resolution, including patient refund processing and insurance overpayment adjustments, ensuring compliance with audit standards.
- Generated client-specific dashboards and analytical reports to track outstanding balances, identify discrepancies, and support data-driven decision-making.
- Collaborated with cross-functional teams to improve operational efficiency, patient account accuracy, and service delivery timelines.

OZ TELPRO PVT LTD 07/2011- 03/2012
Admin Consultant

- Prepared and maintained weekly and monthly Management Information System MIS reports to track fund utilization, supporting data-driven business decisions.
- Reviewed and reconciled consolidator statements weekly, identifying and addressing discrepancies to ensure financial accuracy and compliance.
- Resolved client disputes related to call charges and travel ticket cancellations, ensuring high levels of customer satisfaction and service quality.
- Supported internal audits and reporting procedures by maintaining organized financial and operational documentation.

PROJECT

- Project Genius - Generative AI.
04/2024 Present

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Bengali (Basics)
- Urdu (Intermediate)