

Resume

Personal details

Name Madhurima Adhikari
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Profile

Attentive and goal-oriented professional with a successful track record in implementing best practices to meet organizational and regulatory standards. Detail-focused with a commitment to delivering expected outcomes. A dedicated and enthusiastic worker skilled in building strong client relationships and driving process improvements to enhance efficiency and results.

Education

2016 - 2019 **Bachelor of Business Administration (BBA)**
Institute of Engineering and Management, Kolkata

- CGPA 7.31

Employment

Oct 2020 - Jun 2022 **Wipro Limited**
Senior Associate

- Working in a Health Insurance Company of USA, processed health insurance claim as per the client requirements.
- Major experience in USA Healthcare Insurance (Payer Side) – Medical Billing Rejects, Collection, Patient Disputes, Medical Billing forwarding, Medical coding reference, Federal, State and Coordination with Operations.
- Also, upgrading the product & process training content periodically, meeting the service level agreement (SLA's) on daily basis, handling any Mid-term changes for Commercial Line Insurance, providing coverages on commercial policies and renewal and reissuance of policies

Jun 2022 - Present **TCS (Tata Consultancy Services)**
Executive Consultant

- Dealing with B2B partner for security devices over email.

Procure Analyst (Procurement)

- Worked in SCM domain. Monitored daily supply chain operations and promptly resolved discrepancies in purchase orders and deliveries using SAP and ServiceNow, ensuring smooth workflow and accurate order fulfillment.
- Coordinated with vendors and internal teams to ensure timely fulfillment and minimize supply chain disruptions.

Back Office Executive

- Working in the back office utility domain specializing in monitoring operational performance, analyzing data in real-time, and supporting

workforce management. Skilled in using dashboards and performance tools to ensure adherence to service level agreements (SLAs) and improve overall process efficiency.

Skills

Ms office

Operations Management

Process Improvement

Medical billing, medical coding

SAP, Service now

Documentation and Training

Data analysis

Languages

English

Hindi

Bengali

Achievements

- Participated in the 'Business Case Study Competition 2019' organized by IEM Kolkata.
- Achieved Trailblazer award for maintaining good quality in the quarter of JAS (July, August, September) organized by Wipro.
- Received formal appreciation for consistent and valuable contributions to organizational success over the years.

Activities

- Arranging meetings and active follow-ups to maintain clear data about material deliveries and money transactions.
- Maintaining Data in MS Excel in absence of Team Leader.
- Provided support to new joiners, improving their productivity and quality.