

## **ANN NIRMALEE PERERA**

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***Result oriented individual with 5+ years of experience in KPO industry, in the lookout for a challenging opportunity wherein I can utilize my skills and knowledge to contribute towards the organizational growth.***

### **SUMMARY**

Being into KPO industry (Specifically, Revenue Cycle Management) for 5+ years I have gathered experience in Billing, Collection, Posting, Client handling and Team Management. Expertise in collection operations including planning recovery from insurances pending/ unpaid bills by providing advice on the various available collection options. Worked under different time zones and adoptable to any change.

### **EXPERIENCE**

#### **Assistant Team Lead | Synergen Health LLC**

2013 – Present

- ✓ Maintain and develop a high degree of expertise in revenue cycle operations, technical processes, and reports
- ✓ Ensure accurate capture of and reporting on denials to allow the organization to understand where and why claims are being denied and focus on how to reduce denied claims over time
- ✓ Expertise in Patient Access and/or Patient financial services portions of the Revenue Cycle
- ✓ Act as part of the support team on projects to prioritize work tasks, ensure project milestones and deadlines are met, and ensure work products meet quality standards
- ✓ Proven track record in improving process functions and financial performance
- ✓ Analyze, and summarize reports and operational data to identify trends and ways to improve operational efficiency, productivity, and financial performance
- ✓ Provide reporting data to management and others in oral and written form
- ✓ Identify root causes and take appropriate steps
- ✓ Perform additional process reviews as directed by the Manager; identify opportunities for improvement and implement changes as directed
- ✓ Identify potential performance improvement opportunities or best practices and make recommendations to clients on how to integrate new process/best practice into current workflow
- ✓ Proactively communicating with client and ensuring the client is informed at all times
- ✓ Maintaining interpersonal relations with existing customers for smooth business
- ✓ Leading, mentoring & monitoring the performance of team members to ensure a good individual and team performance

## EDUCATION

Bachelor of Business Management- Bangalore University

G.C.E. Advance Level -2009 | Holy Family Convent Colombo 04

G.C.E. Ordinary Level -2006 | Holy Family Convent Colombo 04

## CORE QUALIFICATIONS

- ✓ Able to work independently and as a member of a team and to foster a positive work environment
- ✓ Demonstrated time management skills and ability to handle multiple priorities with shifting time frames, and meet deadlines
- ✓ Demonstrated interpersonal, collaborative, and relationship-building skills; ability to interact positively with teammates at various levels across the company
- ✓ Excellent written and verbal communication as well as telephone skills
- ✓ Strong customer service skills
- ✓ Experience in using QlikView software and adaptability to different softwares in no time

## PERSONAL DETAILS

Date of birth - 12-08-1990  
Gender - Female  
Marital status - Married  
Nationality - Sri Lankan  
Languages known - Sinhalese (Mother tongue), English

## REFERENCES

Parthiban Muthiah  
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