

PAVAN G

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Accomplishments and abilities

- Answer patient calls, emails, and questions, including confirming billing estimates
- Confidentially manage patient accounts.
- Schedule patient visits and answer pre-visit questions.
- Ensure compliance with professional standards & regulatory requirements
- Worked on workforce management and time management across different deliveries with up to 15+ staffs.
- Backoffice management reviewing TAT based models and coordinating/ monitoring remote working agents.
- Delivery management on medical transcription and optimizing/ planning resource utilization.
- Preparing On demand high level volume analysis for medical transcription.
- Been exceptional in procuring services for day-to-day operations of administration requirements.
- Handled petty cash for daily expenses and outflow register
- Demonstrated team leading capability to direct and complete TAT based delivery management in secondary roles as defined by management
- A keen and quick learner of industry standards with excellence
- Highly adaptable personality and willing to take up responsibilities.
- Excellent interpersonal and communication skills.

Experience

201901- Present Day	Patient Care Manager <i>Dr. Batra's Pvt Ltd., Mysore</i>
201812- 201311	Floor Executive <i>MModal Global Services Pvt. Ltd, Mysore</i>
201007- 201311	Work Force Coordinator <i>SPI (Software Paradigms infotech Pvt Ltd.), Mysore</i>
200509- 201007	Work Floor Manager <i>Nuance Transcriptions India Pvt. Ltd. (Focus Infosys (I) Pvt. Ltd. Bangalore)</i>

SKILLS

Handling Patient schedule, Time management, People management, Handling cash balances, Petty cash, Duty roasters for staff, Mentoring, Due diligence. Adaptable to new technologies. Computer oriented can quickly learn newer platforms.

Awards

● **Nuance - Best performer** for 2008-2009 Backoffice operations.

● **MModal - Best Floor executive** for 2018 Backoffice Administration.

Education Qualifications:

Bachelor of Arts, Mysore University, Mysore

Biodata:

Name: Pavan G

Father: Late. V. Gopalswamy

Date of Birth: 7th October 1980

Address: #79, 3rd main, 3rd cross, Gokulam, Mysore-570002

Extra-Curricular Activities:

- **Hobbies** – Travelling, Listening Music
- **Sports** – Cricket, Volleyball