

## RESUME



### POST APPLIED FOR

#### Current Address:

Karmachari Nagar, F5, Ghatlodia  
Line No. 11, Ahmedabad.

#### Permanent Address:

69, Prathmik Shala, Bhukhi  
360410

Ta: Dhoraji

Dist: Rajkot.

Contact: 7990116102

Email: [nc9868008@gmail.com](mailto:nc9868008@gmail.com)

### Personal Details.

|                         |                                      |
|-------------------------|--------------------------------------|
| <b>Name:</b>            | Naresh Chavada                       |
| <b>Father Name:</b>     | Late, Jayantilal Chavada             |
| <b>Nationality:</b>     | Indian                               |
| <b>Maratual Status:</b> | Married                              |
| <b>Qualification:</b>   | Graduation in Economics, MBA Running |
| <b>Other:</b>           | MS Office in Zeel Computer           |
| <b>Language:</b>        | Hindi, Gujrati, English              |
| <b>Hobbish:</b>         | Singing Music & Play Cricket         |

## Experiences

**Company Name:** Shalby Hospital (18-3-26 To Still working)

**Designation:** Sr, Executive

**Job Responsibilities:** (Credite Control Medclaim & Corporate)

- \* Handle end-to-end Corporate & Medclaim billing process
- \* Coordinate with Insurance / TPA portals for pre-authorization and claim processing
- \* Verify patient documents and ensure timely claim submission
- \* Monitor outstanding payments and follow up for claim settlements
- \* Manage credit control activities and reduce pending receivables
- \* Upload and maintain records on corporate and insurance portals
- \* Resolve claim queries and provide required supporting documents
- \* Coordinate with billing, admission, medical and corporate teams
- \* Prepare daily / monthly MIS reports and data analysis
- \* Ensure compliance with hospital policies and insurance guidelines
- \* Handle corporate client communication and relationship management
- \* Support audit requirements with accurate documentation

**Company Name:** Winskill Consulenza Pvt, Ltd (25-10-25 To 15-3-26)

**Designation:** Manager

**Job Responsibilities:** (TPA)

- \* Manage Medclaim and Insurance Desk Operations
- \* Handle Pre-authorization and claim processing through different TPA portals
- \* Coordinate with hospitals, patients, insurance companies and corporate clients
- \* Monitor claim status and ensure timely approvals and settlements
- \* Resolve claim queries and maintain proper documentation
- \* Supervise team performance and allocate daily work activities

- \* Maintain MIS reports and analyze operational data
- \* Ensure compliance with company policies and insurance guidelines
- \* Build and maintain relationships with corporate clients
- \* Support billing, audit and operational processes
- \* Improve service quality and customer satisfaction

**Company Name:** Eva College & Dhruv Hospital (2-12-24 To 9-9-25)

**Designation:** Rector Boys Hostel & Hospital Management

**Job Responsibilities:** Management

- \* Supervise day-to-day hostel operations and administration
- \* Maintain discipline, safety and student welfare within hostel premises
- \* Coordinate with management, staff and parents for smooth operations
- \* Manage room allocation, attendance and hostel records
- \* Monitor housekeeping, maintenance and facility management
- \* Handle student concerns, grievances and emergency situations
- \* Ensure implementation of hostel rules and policies
- \* Organize meetings and maintain operational reports
- \* Coordinate with hospital and college administration when required
- \* Manage staff scheduling and monitor service quality
- \* Ensure hygiene, security and proper utilization of hostel facilities
- \* Support administrative activities and smooth functioning of the institution

**Company Name:** HDFC Bank (22-7-24 To 30-11-24)

**Designation:** Assistant Manager Cum Cashier

**Job Responsibilities:** (Banking)

- \* Handle cash transactions, deposits and withdrawals accurately
- \* Maintain daily cash balance and transaction records
- \* Verify customer documents and process banking requests
- \* Provide customer support and resolve account-related queries

- \* Ensure compliance with banking policies and procedures
- \* Assist customers with account opening and banking services
- \* Prepare daily reports and maintain transaction documentation
- \* Coordinate with internal departments for smooth operations
- \* Promote bank products and services to customers
- \* Maintain confidentiality and ensure accuracy in financial transactions

**Company Name:** Apollo Hospitals Int Ltd (11-4-22 To 8-7-24)  
**Designation:** Customer Care Officer (Corporate Coordinator)  
**Job Responsibilities:** (Operations)

- \* Handle customer/patient support and provide timely assistance
- \* Coordinate with corporate clients and internal departments for smooth operations
- \* Manage OPD/IPD billing coordination and documentation
- \* Process and upload claims on Insurance / TPA / Corporate portals
- \* Resolve billing and claim-related queries efficiently
- \* Maintain accurate records and prepare operational reports
- \* Ensure timely submission and verification of required documents
- \* Coordinate with admission, billing and medical teams
- \* Handle patient grievance management and improve customer satisfaction
- \* Monitor service quality and maintain professional communication
- \* Support audit and compliance requirements
- \* Maintain strong relationships with corporate clients and stakeholders

**Company Name:** Qness Apollo Hospitals Int Ltd (25-5-21 To 10-4-22)  
**Designation:** Help Desk  
**Job Responsibilities:** (Operations)

- \* Handle customer/patient inquiries and provide timely support
- \* Coordinate with internal departments for smooth service delivery

- \* Manage registration, appointment and documentation processes
- \* Resolve complaints and escalate issues when required
- \* Maintain accurate records and update system data
- \* Provide information regarding services, procedures and policies
- \* Support billing and payment-related coordination
- \* Ensure professional communication and customer satisfaction
- \* Prepare daily reports and maintain operational records
- \* Handle calls, emails and front desk operations efficiently
- \* Monitor service requests and ensure timely closure