**Preeti Madhusudan Jain**

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Objective

To obtain a long term employment with a company that offers a positive atmosphere to learn and implement new skills and technologies for the betterment of myself and the organization.

strengths

* Good Communication and learning skills and problem solving ability.
* Adaptable to competitive & changing environment in terms of technology.
* Good Individual Contributor and team Player with enthusiasm and Positive attitude.

CAREER SNAPSHOT WITH LAst COMPANY

8 months of work experience as Application Specialist in Assurecare LLP.

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| **Company** | **Designation** | **MM/YY****(Joining)** | **MM/YY (Leaving)** | **Tenure Months** |
| Assurecare | Application Specialist | September2019 | Present | 8 Months |

**Job Description :** The Application Specialist is responsible for successful delivery and management of application solutions that meet the clinical and business/billing needs of a health system.

This position leads teams of informatics, clinical and allied health systems analysts, revenue and administrative analysts and support staff to accomplish this goal.

 The position provides direct support to the Practice in pursuit of the strategic goals of the organization.

This includes scheduling and coordinating implementations, training, meetings, communications, internal and external resources, project oversight and direction, team management, contracts, budget and timeline responsibilities, timely updating of project management documentation, with ultimate results to minimize risk and maximize value.

The Practice will provide technical direction on the use of the application and interface with the vendor for support and future direction of the products.

CAREER SNAPSHOT from 2016 till 2019

3 years of work experience as Project Manager in eClinicalWorks, Ahmedabad

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| **Company** | **Designation** | **MM/YY****(Joining)** | **MM/YY (Leaving)** | **Tenure Months** |
| eClinicalWorks | Project Manager | January2016 | January 2019 | 36 Months |

**Job Description:** We have to deal with the Clients of eCW who are already LIVE with eClinialWorks EMR.

We have to co-ordinate with Internal teams like Account Manager, Installers and Interface Team.

The critical aspects of this job are to manage customer relationship, expectations, project scoping, planning, execution, assessment and closure within SLA.

**Job Functions / Responsibilities:**

\* The role of the Post Implementation Project Manager is to create and execute project work plans and revise plans as needed to meet changing needs and requirements.

\* Manage day-to-day operational aspects of a project and scope.

\* Own multiple accounts from activation until project closure.

\* Review deliverables prepared by team before passing to client.

\* Effectively apply eClinicalWorks methodology and enforces project standards.

\* Ensure that the project documents are complete, current, and stored appropriately.

\* Facilitate team and client meetings effectively.

\* Hold regular status meetings with project team.

\* Effectively communicate relevant project information to project team.

\* Resolve and/or escalates issues in a timely fashion.

\* Understand how to communicate difficult/sensitive information tactfully.

\* Set and manages client expectations.

\* Develop lasting relationships with client personnel that foster client ties.

\* Continually seek opportunities to increase customer satisfaction and deepen

client relationships.

\* Compile with and help to enforce standard policies and procedures.

\* Understand customer limitations and propose alternatives / workarounds.

\* Document customer requirements in an interface scope document.

\* Should take complete ownership of projects.

\* Should understand the technical aspect of the project.

\* Should be able to execute the SOP (Scope of project) in proper manner.

\* Deal with internal technical teams and manage their work allocation and leaves.

career snapshot for the year 2015

1 Year of work experience as Quality Executive in Advantmed, Ahmedabad.

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| **Company** | **Designation** | **MM/YY****(Joining)** | **MM/YY (Leaving)** | **Tenure Months** |
| Advantmed | Quality Analyst | January2015 | December 2015 | 12Months |

**Company Profile : Advantmed** emerged with a vision to provide high quality and cost effective outsourcing solutions that bring advantageous and successful results for its clients in this challenging economical environment.

Advantmed is involved with various services like  [****](http://www.mednautix.com/medical-record-retrieval-services.aspx) **** ****

**Job Responsibility :** Have to look upon the quality of work done. Have to conduct various audits to check if the process has been followed correctly.

Clients worked with

Fortune top 20 company of U.S : United Health Care, Cambia,

NAMMCA, Care1st, Blue shield, Aah

Worked with HEDIS season as well as HCC season.

Work role

Process : Medical Records Retrival

Conducting various audits as under :

* Internal notes audit,
* Request In process audit,
* Unobtained audit,
* Case review audit,
* Parent provider audit,
* Next call instructions audit,
* Change provider location,
* Duplicates audit,
* Call back audits,
* JIRA audits,
* RR Complaints audits,
* Call audits.

Conducting feedback sessions with the call centre agents.

Presenting PowerPoint presentations to the Call centre agents to provide more product knowledge.

Conducting meetings with all the QAs for call and quality calibration to discuss various quality parameters.

Conducting cross site calibration for assessing the calls.

SOFTWARES WORKED with

* MS SQL Server
* Visual Studio Asp.net
* Nice
* Queue metrics
* GotoMeeting
* Microsoft Office
* JIRA

CAREER SNAPSHOT WITH First COMPANY

1 Year of work experience as Technical support associate in Mphasis, An HP company, Pune.

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| **Company** | **Designation** | **MM/YY****(Joining)** | **MM/YY (Leaving)** | **Tenure Months** |
| Mphasis | Technical Support Associate | September2013 | September 2014 | 12months |

**Company Profile :** MphasiS is a [Bangalore](http://en.wikipedia.org/wiki/Bangalore) based IT services company owned by [Hewlett-Packard](http://en.wikipedia.org/wiki/Hewlett-Packard). The company provides infrastructure technology and applications outsourcing services, as well as architecture, application development and integration, and application management services.

**Website :** http://www.mphasis.com/

**Job Responsibility :** Support the users on call/chat or remotely for technical issues.

softwares worked with

* BMC remedy
* I-series applications
* Microsoft Office
* Hp lync
* Peoplesoft
* Hr Direct

Work role

**Process :** Cargill

Worked with Cargill Wyse Terminal through Mphasis’s computer.

Had to support the employees of Cargill with various types of hardware/software issues.

Supported users via Voice calls and chats.

**Hardware issues handled :**

Blue screen of death, Wyse terminal/ Winterm issues(profile issues), performance issues(slow computer), printers issues(networking printer mapping)

**Software issues handled :**

Software install/uninstalls, open mobile(no junos, can connect via Ipass), Iseries deployment, keyboard mapping issues with Iseries, Releasing stuck orders for Iseries, network issues, Junos, Internet Explorer issues, Various work websites password resets/account unlock (hrdirect, [www.cargill.com](http://www.cargill.com), directory services, etc) .

tECHNICAL skill Set

Client Operating System : All versions till Windows 10

Languages : Asp.net, vb.net, core java, c, cpp, php.

Data base : MS Access , Oracle, pl/SQL.

Educational credentials

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| **Qualification** | **University/Board** | **School/College** | **Percentage** | **Year**  |
| MCA | Gujarat technical University | ChimanBhai Patel | Average CPI 7 | 2017 |
| BCA  | Gujarat University | LJCCA, Ahmadabad | 76% | 2012 |
| HSC | Gujarat Board | A.G. High school, Ahmadabad | 68.29% | 2009 |
| SSC | Gujarat Board | Shree Shahjanand secondary & higher secondary school, Ahmadabad | 83.29% | 2006 |

Personal Details

Date of Birth : 14thMay 1991.

Sex : Female.

Marital Status : Unmarried.

Hobbies : Reading, travelling, dancing and drawing.

Languages known : English, Hindi, Gujarati, Rajasthani.

Nationality : Indian.

Declaration

I confirm that the information provided by me is true to the best of my knowledge and belief.