

GAYATHRI DHEVI K A

24/03/1997 | Indian | 8/106C, Mahavishnu nagar Angeripalayam road, Tirupur 641603, India | +91 7639069556 |
gayathri.shrafs2458@gmail.com | linkedin.com/in/gayathri-dhevi-153b171a4

Profile

- A strong believer in the ability of qualified Implementation & Support Specialist with over 1 year of experience in the blueEHR industry.
- Enjoy creative problem solving and getting exposure on multiple projects and I would excel in the collaborative environment on which your company prides itself.
- Proficient at implementing with high degree of energy and enthusiasm.

Work experience

Implementation & Support Specialist 04/2019 – present

ZH HEALTHCARE (blueEHR), Kerala, India

- To investigate/support all queries, issues and change requests raised by the deployment projects, peers, project managers and other work stream regarding Solution question, business process maps, system configuration, business validation scripts and product knowledge materials.
- Responsible for direct EMR user training and clinical support for offices and locations.
- Conducted the implementation process for sites, which includes in Depth Analysis Reports, Kick Off Calls, Server builds, Interface set-ups and training.
- Profound knowledge of workflow analysis system build and functionality for each site.
- Troubleshoot Customer- Impacting issues through resolution phase.
- Ensure client satisfaction and retention through timely resolution.

WORK SKILLS:

- CRM- Customer Relationship Management.
- Creation/delivery of reports and presentation research and analysis.
- Issue resolution negotiation.
- Clear written and verbal communication skills.
- Able to plan, create an agenda and lead team meetings in a collaborative manner.
- System Evaluation.
- Active Listening.
- Time Management.

STRENGTHS:

- Ability to learn from mistakes
- Action Oriented
- Attention to detail
- Clearly conveying features
- Collaborating effectively
- Implementing
- Optimistic
- Team working and versatile.

Work experience

Client partner specialist 03/2018 – 04/2019

Access Healthcare, Chennai, India

- Assess and resolve inquiries, request and complaints through calling to ensure that customer inquiries are resolved at first point of contact.
- Provide accurate service information to customer, research available documentation including authorization, nursing notes, medical documentation on client's systems, interpret explanation of benefits received etc. prior to making the call.
- Perform analysis of account receivables data and understood the reasons for underpayments, day in A/R, top denial reasons, use appropriate codes to be used in documentation for the reasons for denials/underpayments.
- Knowledge of healthcare terminology & ICD/CPT codes.

Education

B.Sc Nutrition, FSM & Dietetics 06/2014 – 06/2017

PSG COLLEGE OF ARTS AND SCIENCE,
Coimbatore, India

Skills

Languages

English 
Tamil 
Hindi 

Software

JIRA 
SQL database management 
Tableau 
Microsoft office programs 
Smartsheet(Saas) 