

NALINI RAMPRASAD

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PROFESSIONAL SUMMARY

Experienced US Healthcare professional with over 8 years in Claims Adjudication, Manual Testing, and Pre-Authorization. Skilled in team leadership, quality assurance, and data analysis using Excel. Proven ability to handle high-volume processes, train teams, and ensure SLA compliance in dynamic environments.

WORK EXPERIENCE

****PROGRAMMER ANALYST****

Cognizant Technology Solutions – BlueShield of California
Jan 2025 – Apr 2025

- Analyzed system requirements and prepared test cases.
- Executed manual test cases for healthcare claims.
- Performed functional, regression, and integration testing.
- Documented test plans and raised defects in JIRA.

****SUBJECT MATTER EXPERT (SME)****

Cognizant – HCHC Authorization Process
Jan 2022 – Dec 2024

- Managed and trained a team of 15 associates, including performance tracking and mentoring.
- Handled daily inventory, monitored aging claims, and ensured 100% SLA compliance.
- Prepared Excel reports (using VLOOKUP, Pivot Tables) to track accuracy, productivity, and errors.
- Created and maintained training documents and SOPs.
- Conducted team huddles, performance feedback sessions, and audit reviews.
- Liaised with onshore teams to resolve complex authorization issues.
- Ensured knowledge sharing through regular process update sessions.

****SENIOR ASSOCIATE – QUALITY TEAM (MEDICAID)****

NTT DATA Global Solutions

Feb 2021 – Dec 2021

- Audited claims for Medicaid process and shared detailed feedback.
- Generated daily error tracking reports using Excel.
- Conducted Root Cause Analysis (RCA) and implemented corrective actions.
- Collaborated with production team and US onshore leads.

****TEST ANALYST****

Cognizant – US Healthcare (Wellmark)

Dec 2019 – Aug 2020

- Performed manual testing of healthcare plans and benefit rules.
- Logged and verified defects in coordination with automation team.
- Participated in functional and regression test cycles.

****SENIOR PROCESS EXECUTIVE****

Cognizant – Health Net, California

Dec 2013 – Sep 2018

- Processed various claim types (EDI and paper) – both professional and facility.
- Handled adjustments and appeals for denied claims.
- Ensured accuracy in data entry and adherence to compliance standards.

ACHIEVEMENTS

- Miss Perfect Award – Cognizant (2014)
- 35 Unicorn Awards for consistent quality and performance
- Recognized Specialist in Indemnity High Dollar Claims
- Spotlight Awards and Work-at-Home (WAH) recognition

TOOLS & APPLICATIONS

ABS, Lotus Notes, Macess, Amisys, Facets, JIRA, Oracle, SQL, Citrix, Emulators, AIM, Aries

TRAINING & CERTIFICATIONS

- General & Life Insurance
- Effective Communication
- Cognizant Certified Professional (CCP)
- MS Excel – VLOOKUP, Pivot Tables, Basic Formulas

EDUCATION

B.Com, KG College of Arts and Science (2009–2012) – 58%

XII, Govt. Higher Secondary School (2008) – 56%

X, Swatantra Higher Secondary School (2006) – 60%

PERSONAL DETAILS

Date of Birth: 04 July 1992

Nationality: Indian

Gender: Female

Marital Status: Married

Languages Known: English, Tamil

Location: Coimbatore