



DUKE SHOLTO JEBA THOMAS

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Core Competencies

- Healthcare Revenue Cycle Management
- Accounts Receivable (AR) Management
- Medical Billing & Claims Processing
- Insurance Verification & Follow-up
- Hospital Administration
- Healthcare Operations
- Human Resource Management
- Employee Relations
- Recruitment Support
- Digital Marketing
- Client Relationship Management
- Process Improvement
- Quality Assurance
- Documentation Management
- Microsoft Office Suite
- Data Analysis & Reporting
- Team Collaboration
- Problem Solving
- Time Management

Technical Skills

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Publisher
- EPIC Healthcare Software
- Medical Billing Systems
- Healthcare Claims Management
- AutoDock
- PyRx
- Data Analysis & Reporting

Achievements

- Best Employee of the Month – April 2024
- Achieved 100% Quality Score – August 2025
- Managed High-Dollar Claims Portfolio for Strategic Healthcare Clients
- Best Paper Award for Research Project on Anti-Diabetic Studies
- Maintaining MBA CGPA of 9.23

Professional Summary

Results-oriented Healthcare Revenue Cycle Management (RCM) and Administrative Professional pursuing an MBA with experience in Accounts Receivable Management, Medical Billing, Insurance Claims Processing, Client Relationship Management, and Digital Marketing. Proven track record of achieving quality targets, handling high-value claims, and delivering operational excellence in healthcare services. Skilled in stakeholder communication, process optimization, healthcare software, and business administration. Currently enhancing expertise through HR Management certification and MBA studies to transition into healthcare administration, HR, and management roles.

Professional Experience

Access Healthcare Senior Client Partner | June 2025 – May 2026

- Ensured timely reimbursement through effective denial management and payer follow-ups.
- Delivered accurate documentation and compliance with healthcare billing guidelines.

Key Achievement:

- Achieved 100% Quality Score in August 2025.

Guidehouse India Pvt. Ltd. Associate AR | May 2023 – May 2025

- Managed insurance claims, payment posting, and accounts receivable follow-up activities.
- Performed denial analysis and claim resolution to reduce outstanding balances.
- Maintained strong communication with insurance providers and internal stakeholders.
- Ensured compliance with healthcare regulations and client requirements.

Key Achievements:

- Best Employee of the Month – April 2024.
- Selected to manage High-Dollar Claims portfolio from December 2024 to March 2025.

Education

2025 – 2027 | Pursuing

CGPA: 9.23

SRM Institute of Science and Technology

Master of Business Administration (MBA)

Healthcare and Hospital Management

2021 – 2023

Percentage: 73.13%

Dwaraka Doss Goverdhan Doss Vaishnav College

M.Sc. Biochemistry

2018 – 2021

Percentage: 69.37%

Dwaraka Doss Goverdhan Doss Vaishnav College

B.Sc. Biochemistry

Research Projects

- Anti-Diabetic Potential of Aqueous and Hydroalcoholic Extract of Nigella sativa (Black Cumin) – In-Vitro, In-Vivo and In-Silico Studies
- Conducted biochemical and computational analysis to evaluate anti-diabetic properties.
- Utilized molecular docking tools including AutoDock and PyRx.
- Presented findings and received recognition for Best Paper.

Certification

- Human Resource Management Certification – Tutedude (In Progress)
- Digital Marketing Certification - HubSpot Academy
- Microsoft Office Productivity Tools
- Healthcare Revenue Cycle Management (RCM)