AARTHI NANDHAKUMAR

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Website: https://aarthinandhakumar.github.io/Portfolio_Website_AN/ **• Location** - Sunnyvale, CA **• VISA**- H4- EAD

PROFESSIONAL SUMMARY

Technical support specialist with nearly 8 years of experience providing frontline support for software workflow issues and product-related inquiries in the healthcare industry. Skilled in troubleshooting and resolving technical problems within enterprise software systems and daily workflows. Experienced in supporting end-users, providing training, and ensuring smooth day-to-day operation of business systems by addressing and resolving technical problems promptly. Adept at documenting issues, resolutions, and process updates with accuracy. Proven ability to collaborate with customer success managers, IT teams, and stakeholders to fix recurring product gaps and system discrepancies.

WORK EXPERIENCE

Senior Analyst | Thryve Digital Health - Chennai, India   **Nov-23- 2020 - Jan-25-2023**
- Provided Tier 1 and Tier 2 support for Epic EHR issues via Salesforce, including general queries, user requests, and by troubleshooting issues in workflows, maintaining a 90% first-contact resolution rate via email and phone.
- Worked in three teams sequentially to support varied client needs, adapting quickly to team transitions while resolving issues independently or by coordinating with internal teams.
- Handled multiple responsibilities simultaneously such as conducting Quality audits, mentoring new hires, acting as an Subject Matter Expert, and maintaining both internal SOP documents and external client-facing articles.
- Created training materials, team presentations, and documentation tailored for diverse audiences.

Issue Resolution Analyst | athenaHealth - Chennai, India   **Dec-18-2017 - Aug-12-2020**
- Resolved athenaNet EHR-related issues via email and chat using Salesforce, translating complex technical details into simple, customer-focused explanations and supporting platform customization based on user needs.
- Worked across multiple teams simultaneously to manage ticket volume, adapting to new processes and workflows amid short staffing, while maintaining service quality and responsiveness.
- Achieved 95% CSAT, maintained a 1-day average resolution time, and had 0 escalations for several consecutive quarters; served as a floor resource to assist peers with issue handling.
- Created knowledge base articles and documents; collaborated with cross-functional teams as a technical liaison, conducting issue analysis and testing within simulated environments for issue resolution.

Junior Account Executive | Miramed - Chennai, India   **Jan-26- 2015 - Dec-14- 2017**
- Coordinated with insurance carriers to process health insurance claims, resolved claim denials by identifying root causes and submitting formal appeals, by maintaining a 98% quality score.
- Secured payment for 120–130 aged claims within one week during a time-sensitive special project, demonstrating a strong client-focused approach and problem-solving mindset.

SKILLS & QUALIFICATIONS

Issue resolution and troubleshooting	Problem solving/analytical skills	MS Suite - Word/PPT/Excel
Root Cause Analysis	Attention to Detail	Databases & SQL
Web development skills	Clear verbal/written communication	Customer-centric approach
Process Documentation Updation	Team player and Self-starter	Basic coding (Java/Python)
Ownership/Multi-tasking	Time Management/Quality focus	Cross-functional collaboration

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EDUCATION

Master of Science in Computer Information Systems   **Sep 2023 - May 2025**
BOSTON University, Boston, MA, US   GPA: 3.7/4.0
Bachelor of Engineering in Industrial Biotechnology   **July 2010 - May 2014**
SASTRA University, Thanjavur, Tamil Nadu, India   CGPA: 6.45/10