



SONA GEORGE

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Certified Medical Coder (AAPC, CPC 82%) with hands-on experience in medical insurance claims, documentation and hospital workflows. Passionate about medical coding and healthcare documentation, with strong knowledge of ICD-10, CPT and HCPCS coding standards. Holds an M. Com in Finance and Taxation and a B. Com in Computer Applications, combining analytical skills with attention to detail. Highly motivated to contribute to accurate coding, streamline claims processing and support healthcare providers in maintaining compliance and operational efficiency.

PROFESSIONAL AND TECHNICAL SKILLS

- Medical Coding: ICD-10, CPT, HCPCS
- Hospital Management Software & EMR Systems
- Data Entry
- Report Generation
- Billing & Reconciliation Tools
- Healthcare Documentation
- Medical Insurance Claims Processing
- Patient Eligibility Verification & Pre-authorization
- Claim Follow-up & Reimbursement Management
- Record Maintenance
- Patient Support & Policy Explanation
- Workflow Optimization & Compliance

WORK EXPERIENCE

MEDICAL INSURANCE EXECUTIVE BELIEVERS CHURCH MEDICAL COLLEGE HOSPITAL

Jun 2024 - Jul 2025

- Managed end-to-end processing of over 500 patient insurance claims monthly, achieving a 98% approval rate.
- Verified patient insurance coverage and pre-authorizations, reducing claim rejections by 15%.
- Coordinated with insurance companies, hospital departments, and patients, resolving 95% of claim discrepancies within 7 days.
- Maintained accurate insurance records and billing documentation using hospital management software, improving report accuracy by 20%.
- Assisted patients in understanding policy benefits and claim procedures, increasing patient satisfaction scores by 25%.
- Monitored pending claims and followed up on approvals, ensuring 100% timely reimbursement.
- Implemented process improvements to streamline workflows, reducing claim processing time by 30%.

MEDICAL INSURANCE TRAINEE BELIEVERS CHURCH MEDICAL COLLEGE HOSPITAL

Nov 2023 - May 2024

- Assisted in processing patient insurance claims and documentation under supervision.
- Verified insurance eligibility, coverage details, and pre-authorization requirements.
- Coordinated with hospital departments and insurance providers for claim clarifications.
- Maintained accurate records of patient insurance information and claim status.
- Supported patients in understanding insurance policies, benefits, and procedures.
- Monitored pending claims and followed up to ensure timely processing.
- Gained hands-on experience with hospital management software and insurance workflows.

EDUCATION

MEDICAL CODER

Arown Academy
AAPC Member ID: 02300464
CPC Score: 82%
2025

M.COM IN FINANCE AND TAXATION

Kristu Jyothi College of Management and Technology
Graduated with a CGPA of 3.37
2021 - 2023

B.COM IN COMPUTER APPLICATION

Parumala Mar Gregorious College
Graduated with a CGPA of 7.32
2018 – 2021

HIGHER SECONDARY EDUCATION

NSS HSS Mannar
Scored 85%
2018

HIGH SCHOOL EDUCATION

MGM HSS Thiruvalla
Scored 80%
2016

CERTIFICATIONS

- Basic life support
- National paper presentation
- National education policy
- Certified Professional Coder

PROJECTS

- A Study on the Financial Upliftment of Women through Entrepreneurship in E-Commerce
M.Com Final Year Project | 2023
Explored how e-commerce empowers women entrepreneurs to achieve financial independence and economic stability. Analyzed online business trends, challenges, and opportunities for women in digital marketplaces.
- A Study on the Attitude of Youth towards Entrepreneurship
B. Com Final Year Project | 2021
Examined factors influencing youth interest and participation in entrepreneurial ventures. Highlighted the importance of youth-led startups in driving innovation and employment generation.

LANGUAGES

- English
- Hindi
- Malayalam

PERSONAL INFO

D. O. B : 13/01/2000
Nationality : Indian
Gender : Female
Marital Status : Single
Address : Kerala, India
Passport No : S1186423
Visa Status : Visit Visa