Aathiyappa Sundar. S

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Professional Summary

Results-driven Team Leader with 5.5 years of experience in healthcare claims processing and operations management. Proven ability to lead teams, optimize processes, and enhance efficiency through automation. Recognized for implementing innovative solutions that improved claim processing accuracy and reduced workload. Seeking to leverage expertise in process improvement and leadership in an Assistant Manager role.

Work Experience

Team Leader - Operations

Sagility Pvt Ltd | 26-Sep-2019 - Present

- Lead, coach, and develop a team of Senior Process Consultants to achieve performance targets.
- Monitor operational metrics including quality scores, service levels, and efficiency to meet client and company goals.
- Implement process improvements that enhance client satisfaction and organizational profitability.
- Oversee claims processing quality, training, staffing, and workflow management.
- Participate in client visits and performance reviews to drive operational excellence.
- Ensure compliance with HIPAA regulations and maintain high data security standards.

Key Achievements

- Process Efficiency Improvement: Led the development of a custom calculator, enhancing processing accuracy and reducing effort by 10%.
- Claims Allocation Automation: Designed an Excel VBA-based tool that reduced manual workload by 40%.
- Pend Management Optimization: Implemented a real-time tracking system, reducing invalid pends by 25% and improving claim resolution.
- Recognized with Multiple Awards:
  - Top Guns Award for outstanding claims processing performance.

- Spark Award for implementing efficiency improvements.

- Client Appreciation for reducing unnecessary pend claims.

Education

B.Com, Bangalore University, 2019

Certifications

Six Sigma Yellow Belt

Skills & Expertise

- Operational Leadership: Team management, performance coaching, and strategic process enhancement.

- Process Improvement & Automation: Workflow optimization, Excel VBA scripting, and data-driven decision-making.

- Stakeholder & Client Management: Handling client communications, performance reporting, and service improvement.

- Quality Assurance & Compliance: Ensuring HIPAA compliance, accuracy in claims processing, and adherence to SLAs.

- Data Analysis & Reporting: Monitoring key performance indicators, identifying trends, and taking corrective actions.