

# Athithan Somascanthan

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## SUMMARY OF SKILLS

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|------------------------------------|--------------------------|
| • Leadership skills                | • Time management        |
| • Documentation                    | • Communication Skills   |
| • Team management                  | • Attention to Detail    |
| • Advanced Microsoft Office skills | • Problem solving skills |
| • Analytical skills                | • Work ethic             |

## WORK EXPERIENCE

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### SENIOR OPERATIONS ANALYST

SYNERGEN Health LLC

(December 2018 - March 2023)

- Prepare and deliver training programs to the new hires as well as current team members.
- Part of the proceeding of the culture enrichment committee.
- Ensures quality and productivity objectives are met.
- Performing QC on new and current team members' work and providing reports and feedbacks to improve their progress.
- Generate monthly reports based on the QC performed for submission to management.
- Accountable for providing a high level of service to our clients.
- Providing solutions for problematic areas that were discovered within a sub-team.
- On the job training provided to new hires.
- Took lead in organizing engagement activities for the team members.
- Negotiating and follow-up on complex billing issues with US based insurance companies.

## EDUCATION

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- Following a Post Graduate Diploma in Software Engineering at Centennial College.
- BSc (Hons) in Information Technology – Sri Lanka Institute of Information Technology.
- Diploma in Business Analytics – Long Lasting Education Academy.