

Laxmikant Sharma

B-11 Shrinath vihar
Near radha Krishna temple, Agra Road
Jaipur
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CAREER HIGHLIGHTS

A competent professional having 8 years of work experience with the areas of Operations, training, quality and auditing under BFSI (Banking financial service and Insurance). Ability to manage multiple engagements and competing priorities in a Rapidly growing, fast-paced, result based team environment. Well versed with excellent Analytical, communications, presentation and relationship building skills.

Genpact Dec.2012 — till date

Subject matter expertise

Working with Genpact:-

Currently working as a Subject matter expertise (process developer) in Genpact. Have responsibility of (30+) process associate and developers to achieve their daily target with (95%) accuracy.

Joined Genpact in April_07 in BFSI domain as a process associate and worked for providing payment solutions on rejected claims and denied accounts receivable in Order to cash process for a leading US based healthcare provider.

Also worked on a pilot project (AR % to decrease) for one year to release claims on Daily basis.

Have submitted lean ideas for "process improvement and increase revenue."

Key Deliverables:

- Team Support.
- Back up for FLM
- Tracking and monitoring process and SLA metric
- Handling internal and client communication
- Lead daily work allocation and never missed on client SLA.
- Responsible for daily process huddle regarding target and quality with new update

Genpact May'09 — Nov'12

Process Developer

- Responsible for daily client dashboard reporting
- Responsible for basic healthcare & process training for new joiners
- Responsible for research on "client escalations & giving feedback to agent"
- Responsible for managing and reporting daily additional task which is done by team

Genpact April'07 — April'09

(Process Associate)

- Compliance head for process.
- CSR champs for process.
- Process Associate
- Have worked Order to cash process
- Billing claims to insurance company
- Have worked on front end rejection claims
- Have cross trained for sub processes to gain E2E process knowledge.

Vodafone Sep'06 — Mar'07

(Customer care executive)

- My responsibility as a customer care executive was "on call verification for new
- Postpaid connections and providing information about postpaid plan and value
- added services" to new customer

Educational Qualifications

University of Rajasthan

Bachelor of Science (1998 — 2001)

Post-graduation in Geography (2003 — 2005)

Professional Qualification

Certified from Harvard manager mentor Genpact.

- New manger transition
- Team management
- Career Management
- Time Management

Classroom Trainings.

- Email writing skills.
- Presentation skills.
- Advance MS office

Personal Details

Father's Name: Ramesh Chand Sharma

Mother's Name: Vimla Devi

Nationality: Indian

State: Rajasthan

Marital Status: Married

Linguistic Ability: English & Hindi

Mobile No. : 09983422208

DECLARATION

I hereby declare that all the above mentioned details are true to my knowledge.

Date:

Place:

(Laxmi Kant Sharma)