

# Jaimin Vyas

📍 Ahmedabad ✉ jay88922@gmail.com 🌐 [www.linkedin.com/in/jaiminvyas88](https://www.linkedin.com/in/jaiminvyas88) 📞 +91-9624116600

## Objective

Seeking a senior operations/management position that offers challenge, growth and opportunity. Where I may optimize my extensive client servicing skills, account management, training, leadership skills & entrepreneurial spirit.

## Professional Synopsis

### Proficiency Forte:

- Seasoned leader with 6+ years of proven record of accomplishment in leading TPA companies as well as hospital industry serving group & retail health policies across Gujarat.
- Started with CRM as Gujarat SPOC served 30Cr. Premium in the first Round and later recruited & managed small team in Gujarat & served close to 200Cr. Premium across Gujarat.
- Successfully managed the portfolio with both private and public sector insurance companies for the implementation of the scheme involving the enrollment of the beneficiaries, empaneling the hospital in the remote locations and training them for cashless facility.
- Headed and managed the cashless team at cims hospital. A proven record of accomplishment of building and leading innovative, energetic and agile claims team for successful work process of the health Insurance claims with zero or minimal escalations.
- Proficient in identifying issues, designing & conducting analyses, synthesizing recommendations & implementing change, A self-starter who is also disciplined, confident and goal oriented, exposure in process optimization & control, have a fair for keeping abreast with the latest technologies & softwares.

## Career Highlights

### Operation Manager - Claims (EB)

NucleonHealth Pvt. LTD Jun / 2022 - onGoing Ahmedabad, Gujarat.

- **Account Management:** – Build and manage relationships with clients, seek business relationships with prospects, established liaison between clients and the company, negotiating contracts and agreements to maximize profit, prepare reports on account status, manage and determine pricing for established and newly established accounts.
- Managed core financial processes including Annual Operating Plans, Long Term Strategic Plan, Monthly Business Reviews, coordinated and reported on financials for R&O (Risks and Opportunities) with the hospital.
- Collaborated with hospitals to establish performance metrics and goals for internal audit function, analyzed two years of audit data to identify opportunities for the seller performance and cost optimization.
- **Technical Operation Management:** Managed servicing and mentored team of 7 members responsible for formulating and executing claim financing services across Gujarat.
- Exceeded monthly hospital acquisition goals by acting as the Insurance claim financing adviser/BDM and utilizing the Solution Selling model in a highly comparative field.
- Sought out key decision-makers and tailored solutions to address business challenges.
- Developed strong working relationships with customers to help improve productivity and increase profitability.

## Career Highlights

### Assistant Manager - Corporates

HealthIndia Insurance TPA Pvt. LTD Sep / 2021 - Jun / 2022 Ahmedabad, Gujarat.

- Responsible for Corporate enrolment across Gujarat, handling all GMC policies of Gujarat region from servicing aspects, mentored team of 4 members responsible for daily claims, inquiries, files, calls, mails etc.
- Liaisoning with Insurance DO/BO/RO, Corporate heads, broker teams within the policy eligibility.
- Pre-Bid meetings, project planning, resource planning, team communication, Risk analysis for timely evaluation of service by various reports discussions with stakeholders on monthly/quarterly basis.
- Overlooking & assisting in policy enrolment, Hospital Empanelment, Claims processing, claim payments to end user, monitoring team visits & timely report submission to maintain healthy client relations by providing exceptional healthcare servicing.

### Deputy Manager - Credit Cell

CIMS Hospital Pvt. Ltd. Sep / 2019 - Sep / 2021 Ahmedabad, Gujarat.

- Worked efficiently as cashless department manager, subject matter expert, managing internal and external escalations with higher management by monitoring team activities while being a strong team player within the team.
- Day to day work of credit desk, Pre-auth submission, adherence of TAT, minimal patient escalations, manage team's rotation shifts, daily/weekly & monthly report submission in huddle meetings, Coordinating with TPA authorities as & when required for amount receivables & other queries.
- Track the patient recovery claims, provide affiliate guidance to lead a team, and also worked in situations like Pandemic time into COVID-19 wards as Floor Manager.

### CRM - Major Corporates

Medi Assist Insurance TPA Pvt. LTD. Dec / 2016 - Aug / 2019 Ahmedabad, Gujarat.

- Specially Allocated for Major Corporate policies (IBA/TCS/CAPGEMINI/VODAFONE) to provide exceptional health insurance claims services.
- Worked effectively in fast-moving work environment to process large volumes of Health Insurance claims, building up client relationships, on call & online client support, problem/query solving by being SPOC for entire region in last serving year with proven record of minimal escalations.
- Performed various presentations at client locations for Pre-Bid policy serving & post introduction of services of TPA.
- Actively handled Health check-up camp at Major corporates- Headcount around 10k.

## Academic Credentials

### Bachelor of Commerce Accounting - B.Com.

Nav Gujarat Commerce College Jun / 2010 - Mar / 2013 Ahmedabad, Gujarat.

- Graduated from Gujarat University with Pass class.

### 12th (Accounts & Economics)

Adarsh higher Secondary School Jun / 2008 - Mar / 2009 Kadi, Gujarat.

- HSC from GSEB with Distinction ~ 77.57%

### 10th

Adarsh high school Jun / 2006 - Mar / 2007 Kadi, Gujarat.

- SSC from GSEB with Distinctions ~ 72.31%

## Skills

Customer Service



Corporate Relations



Client Retention



Communication



Conflict Resolutions



Leadership



Team Management



Sales & Marketing



Presentation Skills



Problem Solving Skills



Negotiation Skills



## Achievements

### Award/Certificates & Other Achievements:

- Appriciation Coin for exceptional claim services by reputed corporate client. (HealthIndia Insurance TPA)
- Spot Appriciation Certificate & for efficient department work management. (CIMS Hospital)
- Appriciation Letter by COO for performing hard time duty in Covid 19 wards as Manager. (CIMS Hospital)
- Certification of DTP & Tally from ECIT.
- "Visharada" in Indian Classical Music.
- Also performing religious Pujas & rituals as being proficient in "Shukla-Yajur Veda"

## Personal Details

**Name :** Jaimin Narendrabhai Vyas

- Date of Birth: 08-09-1992
- Status: Married
- Address: A-35, Narayan nagar Society, Kadi - 382715.
- Languages: English, Hindi, Gujarati
- Hobbies: Computer games & always seek to learn something new

## Declaration

i hereby declare that the above mentioned information is true to the best of my knowledge.