

Resume

Objective: To deliver technology based business solutions to meet client expectations.

Summary: 12+ years into operations and project delivery experience with BPO/KPO for USA firms in Property and Casualty/Liability Insurance, Healthcare Claims Adjudication, Re-insurance Claims Management, Mortgage – Technology Based Remote Online Loan Signing and Scheduling Management

Key Deliverables:

1. Project Transition and Migration
2. Understand Business Objective to provide Cost Effective Business Solutions
3. Business Analysis and Critical Thinking
4. Process Improvement Data Driven
5. Technology Implementation – Requirement Analysis, Product Design, Testing, Deployment, Training and Post Implementation Management. Cross-functional Team Communication, Documentation, Continual Process Improvisation, etc.
6. Participant as Subject Matter Expert during Solution Design

Achievements:

1. Managing Onshore and Offshore Cross-Function Team for USA clients.
2. Have been actively contributing to crisis solution as Physical and Virtual War Room Participant during various phases of implementation.
3. Transition, Migration and Training for Mortgage/Escrow Signing Services, USA clients for scheduling mobile notary and RON (Remote Online Notary)
4. On site process transition and training for Insurance P & C Process – Property and Casualty, Seattle, WA USA for Safeco Insurance and Liberty Mutual, 8 weeks.
5. On site process transition and training for Insurance Claims Entry and Adjudication Process – Healthcare Claims Configuration, Pending Claims, and Adjudication, Florida, USA
6. Transition and Migration of Airline Process for APAC & Middle East, Europe, Central America regions – SITA for WNS Global Services, Pune.
7. SOPs and Training Program for multiple USA clients

Rewards:

1. **Key Contributor Award** by **Liberty Mutual** for Project Implementation and Training

Qualification

Executive MBA in HRM from Indian School of Business Management & Administration, Mumbai 2017
Bachelor of Science in Chemistry from Modern College, Pune University, March 1995

Certification

Certified Property and Casualty Insurance (P&C), IIA USA
Certified in Higher Diploma in Software Engineering, Bright Computer Institute, Pune
Six Sigma Yellow Belt

Work Experience

Business Solution - Operations Manager

Insurance and Mortgage Division
RON Global Services, Ahmedabad
March 2021 – Till Date

Key Deliverables:

1. Business Analysis and Business Solution
2. Transition, Migration, Implementation, and Training
3. SOP Documentation
4. Mortgage Loan Signing Order Management – Scheduling RON (Remote Online Notary) and Mobile Notary/Attorney for major Escrow/Title Companies working for various USA Banks and Lending Institutions
5. Day-To-Day Operations, Process Delivery, and Team Management

Team Manager

Ecommerce and Human Capital Management
Clinical Excel Computech, Ahmedabad, Gujarat.
Mar 2018 To December 2020

Key Deliverables:

1. Lead End-To-End Delivery, Account & Client Management, Operations Management and Training
2. Projects – Ecommerce and Staffing & Recruitment - USA/CAN/UK/AUS/UAE
3. Remote Recruits and Vendor Management
4. Human Capital Business Solution – Technology Implementation: ATS Requirement Analysis, Product Design, Testing, Deployment, Training and Post Implementation Management.
5. Team Management

Operations Manager

Payer Insurance Division
Progressive Corporate Services, Ahmedabad, Gujarat
July 2014 – January 2017

Key Deliverables:

1. Implementation of new application, migrating data and configuring
2. UAT testing and Report Analysis
3. SOP Documentation and Training
4. Cross-functional Onshore and Offshore Team Coordination
5. Global TPA USA Healthcare Payer Claims Adjudication & Contract Configuration
6. Team Management

Deputy Operations Manager

Medusind Solution, Ahmedabad, Gujarat
Healthcare Revenue Cycle Management – Medical & Dental Billing
August 2010 to April 2014

Key Deliverables:

1. Account Management and Process Delivery
2. Process Automation Requirements and Documentation
3. Implementation of automation application
4. UAT Analysis and Reporting
5. Cross-functional Onshore and Offshore Team Coordination
6. Team Management

Assistant Operations Manager

WNS Global Services, Pune, Maharashtra
BFSI – Vertical, Property and Casualty Insurance
July 2007 – August 2010

Key Deliverables:

1. Onshore - Transition and Migration of Property and Casualty – Liberty Mutual and Safeco Insurance
2. Software Implementation and Training
3. SOP Preparation, Evaluation, Approval and Signoff
4. Process Improvisation Global Coordination
5. Cross-functional Onshore and Offshore Team Coordination
6. Day-To-Day Operations, Process Delivery, and Team Management

Quality Assurance Leader – USA Client

WNS Global Services, Pune, Maharashtra
Airline Telecommunication and Network Order Management
April 2005 – July 2007

1. Quality audit process implementation
2. RCA Implementation
3. SOP Documentation
4. Audit Reporting – Onshore and Offshore Cross-functional Team

Customer Service Executive – USA Client

WNS Global Services, Pune, Maharashtra
Airline Telecommunication and Network Order Management
July 2002 – March 2005

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