

PANKAJ SINGH KUSHWAHA

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CAREER OBJECTIVE:

I am seeking a challenging position with responsibility that will allow me to utilize me and my professional experience in an organization where I will be allowed to contribute and which will enable my further growth and skillset.

EDUCATION BACKGROUND:

<u>NAME OF EXAM</u>	<u>BOARD / UNIVERSITY</u>
Bachelor of Commerce	IEC University
Diploma in Pharmacy	Gujarat University
H.S.C	Central Board of Secondary education
S.S.C	Central Board of Secondary education

CURRENT EMPLOYER:

Medusind Solutions Pvt Ltd. since April'12

Designation: **Assistant Manager**

JOB PROFILE:

- **Project and Team Size:**
 - a. Responsible for managing 6 Project with team size of 60+ team members.
 - b. 5 Team Leaders.
- **Revenue and FTE Realization:** Responsible for achieving revenue goal of \$ 95,000+ with FTE realization of \$ 1,500.
- **Domain:**
 - a. Medical Bills Review – Adjudication of HCFA and UB Forms
 - b. Medical Records Summarization and – Summarization Medical Records based on Type of documents.
 - c. Clinical Case Review – Utilization Review, IME's and Clinical Summary
 - d. Prepping and Sorting of Medical Records
 - e. Account Receivables – AR Calling and Follow Ups
- **Client Management:** Handling Escalations, attending weekly calls, sharing performance details, working on new business opportunities.
- **Invoices:** Preparation of monthly invoices and releasing the same to client for payment.
- **Performance Management:**
 - a. Monthly performance review of team members with the Team Leaders.
 - b. Half yearly Appraisals and Financial Appraisals.
 - c. Skip Level Meets with Team Members.
 - d. Feedback and Coaching.
 - e. Reviewing performance of Team Leaders and Team Coaches.
- **Preparing SOW's and OPS Manuals:** Preparation of Client SOW's and OPS Manuals
- **Meeting ISMS Standards:**
 - a. Periodic review of OPS Manual and Process documents to ensure they are updated as per ISMS standards
 - b. Conducting internal ISMS audits
 - c. Conducting ISMS sessions with the team
- **Client Deliverables:**
 - a. Client Reports – Productivity and Quality
 - b. Meeting SLA's
 - c. Meeting Delivery and Quality Targets
- **Reporting and MIS:**
 - a. Preparing Monthly, quarterly and annual performance reports.
 - b. Preparing necessary presentations for Client review

PREVIOUS EXPERIENCE:

Company : C-Metric Solutions Pvt Ltd.
Designation : **Project Lead**
Duration : April 2010 to March 2012

JOB PROFILE:**Legal Process Outsourcing.**

- Experience of working Legal Firms like Marshall Watson and DCZ.
- Handling the entire client account consisting of 30-35 team members.
- Maintaining and preparing process reports.
- Initiation of new process under the client account and preparing process manuals.
- Handling escalations between client, customers and Team members.
- Imparting necessary training and coaching to the team members.
- Maintaining Roster for the team.
- Handling calibration calls with client and implementing the update and feedback provided by the client in the process.
- To ensure team members are following client's requirement and are following quality guidelines.
- Coordination with other departments for the smooth functioning of the process.

Organization : Etech Inc Ltd.
Designation : **Team Leader**
Duration : June 2005 – March 2010

JOB PROFILE:

Inbound Customer Service & Outbound Sales.

- Experience of working with clients like Devry University and AT&T.
- Handling the entire inbound process consisting of 20-25 team members.
- The Job profile included to help the existing customers of AT&T and Devry University by providing resolutions to their questions, providing information about the new products, helping the students to get enrolled in the university.
- Ensuring that team meets the sales targets while working in outbound process.
- Helping the members to achieve their targets by providing coaching tools and feedback.
- Suggesting rebuttals and change in scripts to overcome the sales hurdles during the calls
- Maintaining and preparing campaign reports.
- Coaching the team members on their calls by doing live barging, listening to their calls, ACT's (Agent coaching tool) and feedback sessions.
- Maintaining schedule and Roster for the team.
- Handling calibration calls with client and implementing the update and feedback provided by the client in the process.

ACHIEVEMENTS:

- **Project of the Quarter – Medusind Solutions(Oct'19 – Dec'19)**
- **Project of the Quarter – Medusind Solutions(Oct'16 – Dec'16)**
- **Project of the Quarter – Medusind Solutions(Jul'16 – Sep'16)**
- **Process Leader of the Quarter – Medusind Solutions(Jan'15 – March'15)**
- Received award of excellence from Devry University for process handling and excellent work done during year 2009.
- Awarded best Sales Leader for continuous three months while handling AT&T outbound sales process.
- Recognized as the top performer for the process for continuous 12 months and also recognized as the best mentor twice during process handling.
- Successfully completed Voice and Accent training from Effective Training (Etech.Inc).

TRAITS:

- Positive Attitude, Punctuality and Flexibility.
- A good team player with ability to lead a team by example and motivate them to achieve desired objectives.
- Willing to take an extra responsibility to get work done. Integrity, Confidence and Self Expression is my winning formula.

PERSONAL INFORMATION:

Date of Birth	:	8 th April, 1985.
Marital Status	:	Married
Nationality	:	Indian
Language Known	:	English, Hindi, Gujarati