Name : **Girish Chawla**
Email: **girishchawla1979@gmail.com**
Contact No.: **+91 8147944272**

Career Summary

Senior Team Leader Operations with over 10 years of experience in US Healthcare domain. Expert in directing operations and supervising staff in order to assist in meeting team's goal and objectives. Handling both hospital and medical claims in overpayment recovery process which includes 3 LOB's (ASO, FULLY INSURED and MEDICARE). Skilled at building relationships with employees across all levels of an organization.

Areas of Expertise

- Process Improvement
- People Management
- Team Management
- Inventory Planning
- Rewards and Recognition
- Transition
- Project Management
- Client Communication
- Training and Development
- Recruiting and Interviewing
- Ideas and Innovation
- RPA (Robotic Process Automation)
- UAT and Regression testing

COMPANY: *Emids Technologies Pvt Ltd*

Designation : Senior Team Leader (Operations)
Period   : Jan 2013 to till date

Roles & Responsibility:

- Monitor employees productivity and optimize procedures to reduce costs
- Maintain weekly reports of all transactions and share with the external stakeholders
- Assisting internal stakeholders on recruiting and on-boarding new staff
- Conducting IJP to promote the deserving candidate to the next level
- Identifying inefficiencies in the process and making recommendation to client for process improvement
- Ensure to meet the productivity goals and meet/exceed the monthly revenue target
- Nominating employees for rewards and recognition
- Planning on employees development
- Analyzing monthly/weekly inventory and sharing the business risk with the client if any
- Working closely with RPA (Robotic Process Automation) onshore team to improve the process
- Helping onshore by providing support on UAT and Regression testing for all application enhancement/migration
- Working with team to get an ideas for process improvement which will add value to the client
- Helping onshore to set up a new business by providing all the required support
- Auditing claims internally to maintain the quality consistently of the team members
- Preparing reports on team productivity in weekly basis and sharing with the Manager
- Analyzing and preparing reports on Eliminate Handoffs on every quarter
- Support development by providing training and coaching opportunities through Refresher trainings; delegating responsibilities to all
- Ensure all team members are aware and are accountable for their functions and suitable development plans are drawn to improve their roles
- Assigning tasks to member and making them to complete within the time frame

- Updating attendance tracker and consolidate production report on daily basis
- Sharing all updates related to process to the team
- Prepare TOU question for the team
- Process claims as per the process guidelines provided by clients
- Mails needs to be sent to the management team in absence of superior

Key Achievements:

- Received Bravos from client for providing training, resolving queries and auditing the pre-validation files for OGS team in the month of June 2020
- Received multiples Bravos from client for helping onshore RPA team to fulfill all their requirements in the month of Aug 2019
- Received an appreciation from client for providing ideas on process improvement
- Implemented an internal clarification process to reduce the time that SME use to spend with the respective auditors.
- Awarded as "Bravo Recognition" from onshore for working actively with RPA and Development team in December 2019
- Also received multiple Bravo's from client's end for providing an ideas on process improvement and driving the team to meet and exceeded the SLA's
- Rewarded as Star Allianz for best performance and delivered quality and production beyond the client expectation for the month of April 2014.
- Rewarded as Star Spot for contributed towards stabilizing the M&R (Medicare & Retirement) Transition with exceeding quality scores and meeting client goals for the month of September 2013.
- Rewarded as Award of Excellence for delivering excellently to the success of the OptumInsight Data Mining Team in the year 2013.

Overview on RPA process currently dealing with:

Currently associated with Onshore RPA team helping them to provide the necessary information to have the correct data point in place for the algorithms that we work resulting in removing of unwanted claims. I as a Leader provide all the required details and also will be a part of all business communication to understand the requirements. We demonstrate the workflow for each algorithm with the required applications that needs to be used while working on claims data. We also support them in testing/validation and will share the findings if any so that they can make a necessary change in the RPA process to fix the issues to have a expected outcome.

Overview on UAT and Regression testing currently dealing with:

Also a part of onshore development team where we do provide support in application testing during application enhancement/migration. Application Enhancement happens every quarter and we do receive a list of user stories which will be tested and will be sharing our findings with development and BA team. Me and my team will review all the user stories and provide them the status within the TAT. Any defects will be communicated at the earliest and will be shared with the respective team to ensure that there shouldn't be any business impact by extending the application release date.

COMPANY: Hinduja Global Solutions

Designation : *Claim Analyst*
Period   : May 2010 -Jan 2013

Job Description:

This is a highly sensitive Health Insurance process named **POLO**. POLO as a whole is segregated into two Part **ACAS** and **HMO**. Both ACAS and HMO having different work flow, applications, plan of benefits for their providers and members.

I had worked with ACAS (Automatic Claim Adjudication System), again ACAS is segregated into two part **TRADITIONAL** and **ECHS**. Under Traditional I had worked for Team **MCM**. There my work was to negotiate the amount with the provider on the claims.

MCM Team is working on three categories NA(National Account), RB(Regional Business) and HDR(High Dollar). Under MCM, I had worked for all these three projects NA, RB and HDR.

Roles & Responsibility:

☐ Verifying the details of member and provider on the claim.
☐ Route the claim to appropriate processor or area as per the claim requirement.
☐ Meeting Target on daily basis with maintaining the Quality.
☐ Managing the time to take the update session for the team.
☐ Sending daily production report of team to client and floor.

Achievements:

☐ Achieved the **STAR PERFORMER** award for maintaining 100% production and quality with zero defect for the entire year of 2011.
☐ Received certificate of Recognition for Exceptional Customer Service from client on maintaining 100% Quality for consecutive 1 year.
☐ Received TOP GUN award for the month of May-2011
☐ Received Certificate of Appreciation for the Efforts and Contribution towards Fun Team.

COMPANY: Citi Financial Consumer Finance India Ltd

Designation: Direct Sales Agency (DSA)

Period: Oct 2002- Jan 2009

Roles & Responsibilities as end-user

☐ To Take Business from Rural Area's Dealers.
☐ To Appoint Loan Mitras – Kind of Individual Lady DSA.
☐ To take Business from Loan Mitra & Release their Incentive from Branch.
☐ To control the delinquency and collect the bounce payment by customer.

Highest Academic Qualification:

☐ Completed **Bachelor of Arts** from Mohan Lal Sukhadia University, Udaipur in 2001.

Personal Information:

```
Name              : Girish Chawla
Father's Name     : Late Shri Shyam Babu  Chawla
Date of Birth     : 5th Dec 1978
Sex               : Male
Marital Status    : Married
Languages         : English, Hindi, Regional Language.
Permanent Address : Flat No.201, Sun Rise Apartment,
                    8th Cross, Anantha Nagar,
                    Electronic City,Phase – 2,
                    Bangalore - 560100
```

Place : Bangalore

Date: 28-Jun-2020