

Malla Mehar Shanmukesh  
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To utilize my training and related experience to secure a responsible and challenging position in the capacity where I may contribute to the growth of both perspective employer and myself.

### **B. tech with 5+ years' experience in BPO**

#### **SNAPSHOT**

- ◆ An astute & result oriented professional with more than 5 **years** 9 months of experience in **Operations in Healthcare**.
- ◆ A keen strategist with expertise in managing Team and Process Production along with Inventory Management for contributing towards enhancing business volumes & growth and achieving revenue and profitability norms.
- ◆ Handling Client Calls on weekly/daily/monthly basis and also as and when required.
- ◆ Gained experience in using different Quality Tools and Data Analysis, also implementing the analysis as and when required.
- ◆ Building and fostering good interaction and motivating individuals to excel in the learning process, ensuring team members remain well-qualified to provide highest level of quality and production.
- ◆ Facilitating/Coaching Team by using interactive discussions and self-explanatory Presentations which could be useful during production as well.
- ◆ Present the Team and Process Performance Metrics in the Weekly Operations Reviews and Monthly Review Meetings.
- ◆ Ensure Teams and Process always meets Production Target and several Client Quality Targets as per SLA.

#### **CORE COMPETENCIES**

##### **Business Development**

- ◆ Ensuring team meets all production targets on daily/monthly basis, also handling inventory to reduce LPI impact.
- ◆ Handling and Analysing Inventory on daily basis for the team and for process as well.
- ◆ Handling Client mails on daily basis.
- ◆ Exceeded targeted results in Customer Retention, Client Expectation and Support Service as well as other Customer Service goals.
- ◆ Identifying dynamic solution for the Transactional Errors which could decrease the handling time of Transactions without compromising the Process Quality.
- ◆ Ensuring Process meets all client quality as per SLA which leads to set a good client relation and which in turn can help in New Projects.
- ◆ Publishing all Quality/Production related Reports on Daily/Weekly/monthly basis for the team.

- ◆ RCA for the Process/LOB along with Quality team and sharing the observations with team for their growth.
- ◆ Working on action Plans during crisis situation along with Quality Team and gauging the performance of the defaulters Weekly/Monthly.
- ◆ Feedback and One to One for all team members as per schedule and plan.

### **Training & Mentoring (Transactional Quality Role)**

- ◆ Coordinating with the Process Trainer to carry out Training and Mentoring efficiently and ensuring 100% outcome. Also sometimes act as ADHOC Trainer and conduct training efficiently.
- ◆ Monitoring the performance of trainees during Mentoring Period and give positive and constructive feedback, also explicit monitoring of the new trainees for certain period after they hit floor.
- ◆ Designing of Capsule Training for the BQ agents and carry out the training part in absence of trainer.

### **Team Management**

- ◆ Coaching, grooming and creating an atmosphere highly suitable for learning and gaining functional expertise by the trainees.
- ◆ Acting as a vital catalyst for ensuring high performance & efficiency of the team members in Production, also efficiently work with team to meet all KPIs for all individuals.
- ◆ Assessing the knowledge level of the team members and design and conduct special training if required.
- ◆ Designing training capsule for BQ team along with QA and SME.
- ◆ Assigning tasks to different team members on the basis of their knowledge and interest so that they remain engaged.

### **Client Relationship Management**

- ◆ Regular conference calls with the Client to discuss the performance, development and monitor inventory for the process.
- ◆ Sharing client regarding the automation of the process as and when required.

### **CAREER CONTOUR**

#### **Total Work Experience (5 + Years)**

**Working with Concentrix Daksh Services India Pvt. Ltd. As an Assistant Manager since 15<sup>th</sup> Jan,2022**

#### ***TRANSITION/ PROJECT SNAPSHOT***

**AETNA:**

- Successfully transitioned **Mid Atlantic, West & Joint Venture** Territory (Medical and Hospital claims).
- Successfully transitioned Medicaid, Medicare Primary and Commercial Primary claims.
- Successfully transitioned COB, Implants, Emergency and Observation billed claims.
- Specialized in both Inpatient and Outpatient claims.
- Handling facility and non-facility claims.
- Handled par provider claims and stoploss scenarios with ease.
- Having knowledge in handling Vision claims.
- Having knowledge in routings to PM, CCR, MCM and BH regarding claim requirements.

### **Project undertaken - SMART Fix (IQA Tool) and Antidote tool (IQA Tool)**

#### **Responsibilities:**

- Maintaining self KRAs and given team targets in claim adjudication environment.
- Maintaining inventory inflow (input and output) and reporting on Load Balance with another partner (Based on DMOH) an Onshore.
- Prepare different reports on TAT of pending inventory.
- Maintaining Quality Audit Score.
- Prepare Dashboards.
- Sharing team's performance with onshore partners on calls (Weekly).
- One -no-one's and handling internal escalations.
- Handling external (Onshore and other partners) escalations.
- Single point of contact for every System Checkout Calls from onshore (Monthly)
- Maintaining Leave and Shrinkage of the team.
- Responsible for getting people trained on up-skilling and supporting on other LOBs like adjustment, Appeal and Correspondence Claims

## **Concentrix Daksh Services India Pvt. Ltd**

Worked as an Advisor (Level – 1) in Healthcare Insurance Process in AETNA since July'2018 to Dec'2019 and got promoted as Advisor (Level – 2) since Jan'2020 to Jun'2020.

Worked as NCO Quality Lead for Client side in auditing purpose since Jul'2020 to Nov'2020.

### **Responsibilities**

Worked as a SQE (Senior Quality Evaluator) since Dec'2020 to Dec'2021.

- Supporting team in escalations.
- Arranging refresher sessions.
- Arranging required training and support.
- Audits (BQ Audits, FG Audits and 100% Audits)
- Publishing external and internal scores.
- Publishing tool usage reports.
- Tracking Prepay errors and scores.
- Giving effective feedback for defaulters.
- Floor Support.

### **Academic Education**

B. Tech (Mechanical Engineering) graduate from Raghu Institute of Technology (JNTUK) in year 2018.

### **Professional Qualification**

- BOARD OF INTERMEDIATE EDUCATION, AP in year 2012.

### **Packages:**

- MS Office (Word, Excel, Power Point), Programming in BASIC and Internet, etc.

### **PERSONAL**

Date of Birth : 28/05/1996

Languages Known : English and Telugu

Nationality : Indian

Sex : Male

Marital Status : Single

Father's Name : Malla Srinivasa Rao

**Declaration:** -The above-mentioned information is true of my knowledge.

DATE: 3rd April 2024  
Shanmukesh

Thanking You  
Malla Mehar

PLACE: Visakhapatnam