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| Thamaraikani R  No 62, Flat F2, Perumal Kovil Street, Pallikaranai, Chennai-100· Phone-+91-9789397356  Email · Thamaraikani.r@gmail.com |
| I am a competent Operations and Quality Lead with the proven ability to lead, manage and mentor an operational team to successfully deliver against critical, internal, and external Key Performance Indicators and Service Level Agreements. I am highly competent at evaluating, developing, and implementing processes and procedures to deliver an efficient and effective service to minimize operational, financial, and reputational risk. I am also an effective communicator with excellent interpersonal, negotiating, and influencing skills. I am looking for a new challenge in a mid-sized enterprise. |

# Experience

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| Dates From May’20 – To Till dateOperation Lead Software, Episource India Private Limited **Product: - EpiEncounter**  **Team: - Operations**   * Handling Medicare and Medicaid submissions to CMS through EpiEncounter on behalf of multiple clients. * On-time feedback will be given to the clients to avoid internal and CMS rejections. * Frequent connect with the client and provide suggestions to improve their revenue. * Internal connect with the team and provide suggestions/feedback to enhance the application. * Internal Scrum call handling. * Client Call Handling. * Deadline Submission planning and implementation. * Guidance to the team for the critical task handling. * Having hands of knowledge in 837/999/277/MAO-001/MAO-002/MAO-004 file types. * Process documentation preparation and certification. * Client Implementation Handling. * Generating Weekly and Monthly reports in the SQL database and sharing those details to the client. * Application Logic validation based upon the client input. * Work with developers on custom workflow implementation to the product. * Prepare custom layouts/workflows to support client implementation. * Automate manual workflow inside the system. * Address workflow gaps with the development team through stories. * Addressing file level feedback to the clients. * Monitoring submission and response files tracking. * Process workflow management. * Deployment management. * CPI and KPI Monitoring. |
| Dates From March’13 – To April’20TEam Leader, Cognizant Technologies private Limited **Senior Process Executive: - (2013-14)**   * Depth Knowledge on US Healthcare. * Evaluate online entry, error connection, and final adjudication of paper/electronic claims. * Determine if the claims are complete and correct. * Resolve claims edit, review history records, and determine the benefits eligibility for service, review payment levels to arrive at final payment determination. * Hands-on experience on the lifecycle of claims processing. * Knowledge of operating systems specific to claims processing. * Knowledge of HCFA and UB claim forms.   **Process Specialist: - (2014-17)**   * Transaction Monitoring * Giving feedback to Quality Analysts and defect outliers in the team. * Prepare MIS/reports. * Perform training need analysis based on requirements. * Process improvement/ automation suggestions & inputs. * Leading and participating in calibration sessions. * Improving performance through interventions. * Keep in touch with Customers and Processes by taking calls for a stipulated amount of time. * Provide timely, accurate, and effective feedback to processor and QA team regarding job performance. * Take escalated calls, respond to escalation emails, and monitor teams for quality performance. * Complete administrative functions such as maintaining attendance, addressing disciplinary issues, etc. * Partner with HR when initiating corrective action on a timely basis. * Analyze, suggest, develop, implement, and evaluate training and coaching for the team.   **Team Leader: - (2017-20) (Quality and Operations)**   * Create an inspiring team environment with an open communication culture. * Set clear team goals for team members to perform their tasks efficiently. * Delegate tasks to SME’s and set deadlines. * Monitor team performance and report on metrics. * Motivate team members through innovative people engagement programs. * Discover training needs and provide coaching for the teams when required. * Listen to team members’ feedback and resolve any issues or conflicts. * Recognize high performance and reward accomplishments. * Encourage creativity, especially automation opportunity and risk-taking. * Suggest and organize team-building activities. * Taking weekly and daily performance and inventory calls with clients. * Handle team escalation and respond to the client promptly. * Utilized SAS and My SQL statistical software to track and analyze the data. * Optimized data collection procedures and generated reports on a weekly, monthly, and quarterly basis * Conducted reports for implementation of statistical strategies, leading to optimizing the efficiency and quality. * Identifying and implementing the potential automation.  Dates From November’11 – To February’13customer Service executive, HCL Technologies ltd **Customer Process Executive: - (2011-13)**   * Providing help to customers who were using the organization's products or services. * Communicating courteously with customers by telephone, email, and letter. * Investigating and solving customers' problems, which may be complex or long-standing, that have been passed on by customer service assistants. * Handling customer complaints or any major incidents, such as a security issue or a customer being taken ill. * Issuing refunds or compensation to customers. * Keeping accurate records of discussions or correspondence with customers. * Analyzing statistics or other data to determine the level of the customer service organization is providing. * Producing written information for customers, often involving the use of insurance packages. * Writing reports analyzing the customer service we provide. * Developing feedback or complaints procedures for customers to use. * Improving customer service procedures, policies, and standards. * Meeting with other managers to discuss possible improvements to customer service. * Involvement in staff recruitment and appraisals. * Training staff to deliver a high standard of customer service. * Learning about products or services and keeping up to date with changes. |

# Education

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| 2008-11Master of computer Applications, N.M.S.S.V.N. College, Madurai |
| 2005-08Bachelor of chemistry, N.M.S.S.V.N. College, Madurai2004-05Higher secondary, M.N.U.J.N. Higher secondary School, Madurai2002-03SSLC, M.N.U.J.N. Higher secondary School, Madurai |

# Skills

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| * Leadership * Conflict Management * People Management * Planning and Organizing * Reporting Skills * Budget Development * Teamwork * SQL | * Decision Making * Organization * Critical Thinking skills * Persuasiveness * Data Entry Skills * Data Processing Skills * Negotiation * MS Office |

# Activities

* Implementing policy, planning, and strategy.
* Overseeing budgeting, reporting, and auditing.
* Understanding legal and regulatory documents.
* Understanding the process from the basics.
* Improve the efficiency of the production and accuracy.
* Good Motivational skills.
* Team Management.

# Personal Details

* Father Name – T Rajendran
* Language Known – Tamil & English
* Hobbies – Writing Stories/Watching Movies
* Marital Status - Married

Place: - Chennai

Date: -

Yours Sincerely,

Thamaraikani R