

AJOY DUTTA

Preferred Locations: Noida | Gurugram | Kolkata

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PROFESSIONAL SUMMARY

Subject Matter Expert in **U.S. Healthcare Claims Operations** with over **9 years of experience** at Optum (UnitedHealth Group). Expert in managing **claims inventory**, **real-time case routing**, and operational reporting to ensure peak team productivity and accuracy. Highly skilled in utilizing **SQL**, **Power BI**, and **Excel automation** to transform complex claims data into actionable insights for leadership and stakeholders.

CORE SKILLS

Claims Operations: U.S. Healthcare, Claims Processing, CPT, ICD-10

Inventory & Routing: Inventory Management, Case Routing/Distribution, TAT Management

Reporting & Analytics: KPI Analysis (Quality, Accuracy, Productivity), Root Cause Analysis (RCA), Dashboard Creation

Technical Tools: Advanced Excel (Macros/VBA), SQL (Extraction & Analysis), Power BI (DAX Basics), Python (Basic to Intermediate)

Automation: AI Tools (ChatGPT, Microsoft Copilot, Google Gemini)

PROFESSIONAL EXPERIENCE

Subject Matter Expert – Claims Operations

Optum Global Solutions (UnitedHealth Group), Noida | July 2016 – Present

Inventory Management & Case Routing

- Manage end-to-end flow of claims inventory ensuring alignment with daily TAT targets.
- Execute real-time routing of claims based on priority, urgency, and skill matrix.
- Monitor inventory aging and proactively identify backlog risks.

Reporting & Data Analysis

- Develop automated Excel & VBA reports for productivity, quality, and accuracy metrics.
- Build and maintain Power BI dashboards for leadership visibility on KPIs and trends.
- Conduct Root Cause Analysis (RCA) to identify and resolve quality or productivity gaps.

Training & Process Excellence

- Create and update SOPs aligned with operational performance metrics.
- Train team members on reporting tools, KPI benchmarks, and process compliance.
- Provide data-driven insights to onshore stakeholders and leadership for decision-making.

EDUCATION & CERTIFICATIONS

- **Bachelor's Degree** – University of North Bengal, 2014
- **Diploma in Computer Applications**
- **Duet Certified Trainer**