

Sondi Rajani

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Visakhapatnam

LEAD ASSOCIATE - QUALITY (HEALTHCARE)

With nearly 5 years of overall experience, I possess 3.5 years of focused expertise in US Healthcare claim processing as a Lead Associate. My responsibilities encompass preparing and publishing quality reports, overseeing a Quality team, and facilitating them in achieving daily targets. I meticulously manage employee attendance, allocate work, and maintain feedback trackers and Root Cause Analyses (RCAs). I consistently meet daily targets and willingly commit to overtime when necessary. Furthermore, I excel in managing client expectations and executing tasks efficiently.

KEY COMPETENCIES

US Healthcare CLaim Processing	Daily Target Achievement	Strong Interpersonal Skills
Quality Report Preparation and Publication	MS Excel - Pivot Tables, VLookup, etc.	Employee Attendance Management
Team Management	MS Word	Exceptional Organisational Skills

PROFESSIONAL EXPERIENCE

WNS Global Services Pvt. Ltd. Nov 2020 - Present
Lead Associate - Quality

Led a team focused on US Healthcare claim processing for 3.5 years, ensuring high-quality outcomes. Prepared and published comprehensive quality reports to facilitate performance improvement. Managed a Quality team, providing guidance and support to achieve daily targets. Oversight of employee attendance, effectively addressing any issues that arise. Skillfully allocated work to team members, optimizing productivity and efficiency. Maintained feedback trackers and conducted Root Cause Analyses (RCAs) to identify areas for improvement.

Susha Software Solutions Feb 2020 - Aug 2020
Sr. Process Associate

Assisted project managers in planning and executing various projects, ensuring adherence to project timelines and deliverables. Worked on E-publications and trained candidates on the Epsilon tool and the whole process of conversion.

Felice Softech Pvt. Ltd. July 2017 - Jun 2018
Process Associate

Worked on E-pub files. Used Epsilon tool to convert pdf files to E-pub files(HTML Tagging). Was involved in HR activities like conducting interviews.

EDUCATION & CERTIFICATIONS

Master of Computer Science & Statistics

Andhra University, Vizag
2013 - 2015

Bachelor of Mathematics, Comp Sc. & Statistics

Aditya Degree College, Vizag
2010 - 2013

EXTRACURRICULAR ACTIVITIES

Dancing

Won several competitions in dancing

Volunteering in Cultural Activities

Volunteered to help organize events