**Mahesh**

**Contact No: 8520853404**

Email:[keerthisurya01062002@gmail.com](mailto:keerthisurya01062002@gmail.com)

# CAREER OBJECTIVE

To work with a world-class company that provides a motivating work environment, where my managerial, analytical, team working and problem solving skills can be put in for a successful career.

# Work Experience:

**Organization: Cognizant Technology Solutions Pvt Ltd. Duration: June 2018 to till date.**

# Worked in Cognizant Technology Solutions as Senior Process Executive (Non Voice) In Provider Credentialing & MembershipEnrolment for 4 years 8 month to till date.

**Roles & Responsibilities in Provider Credentialing:**

* Clarifying the doubts with the client in the form of E-mail
* Generating the internal reports
* Updating the team in regular intervals regarding the process updates
* Handling the team in absence of team lead
* Handling client’s escalations when requested by supervisors
* Following up the project & closing it within Time limit
* Mentoring the new joiners
* Maintain a data of the team (production and quality)
* Achieving daily TAT and SLAs with excellent quality record
* To have a regular status call with client and ensure about the quality and TAT
* Preparing and sharing the daily Reports to the team
* Review quality audit parameters and provide feedback
* Assist the processor when they held up in any queries

# Roles & Responsibilities in Membership Enrollment:

* Good Knowledge in Reflection suite, scribe application in cobra process, wherein scribe is a software can send any external letter to member
* Verifying insurance payment, Identifying the errors in Notification form
* Special Access to Wagework portal
* Expert in B Emulator Internal Application where we get membership form to process the application
* Adding and Cancelling health insurance plans on open Enrollment period
* Reviewing member’s application and notifying them via scribe
* Discussing the status of all the deliverables on weekly call
* Achieving daily TAT and SLA’s with Excellent quality record
* Ensuring compliance to all policies, Regulations & Adherence to process Guidelines
* Expect in Bluestar Application & Taps special access provided by onshore for membership Enrolment
* Ability to manage team productivity.
* Establishing work plans according to inventory
* To organize daily team huddle and ensure to discuss the status of all deliverables
* Preparing and sharing the daily Reports to the team
* Review quality audit parameters and provide feedback
* Assist the processor when they held up in any queries
* Preparing internal audits and provides feedback on errors

# Awards and Recognition:

* Received “Cognizant Spot Light Award” for the best performance.
* Received “Cognizant Unicorn Award” for outstanding performance.
* Awarded as Performer of the year in 2020.

# TECHNICAL SKILLS:

Computer Proficiency: MS Office- Word, Excel, Power Point, Access and Internet Operations

# ACADEMIC QUALIFICATION:

* Master of business administration in account and finance from audisankara engineering college,jntu university in 2016.
* Bachelor’s in Commerce from seschala degree college,s v university in 2014
* Higher Secondary from sai jyothi junior college in 2012.
* Completed Schooling from janna jyothi vidya mandir School 2010.

# Hobbies and Interests:

* Listening to Music.
* Bike Riding.
* Cricket.

# Strengths & Skills:

* + Strong communication skill (Written and Verbal).
  + Good Interpersonal skills with an ability to comprehend the customer’s problem and to solve them.
  + Training new employees and getting them productive quickly.
  + Knowledge in MS Office.

# Languages Known:

* English
* Kannada
* Tamil
* Telugu

# Personal Details:

**Name:** Mahesh Kumar

**Father’s Name:** Sudhakar **Date of Birth:** 09 July 1994 **Marital Status:** Married **Gender:** Male

**Nationality:** Indian

**Permanent Address:** 8-11 Desuru Kandriga,Bugga agharam,Nindra mandal,Chittoor dist 517591

# Declaration:

 I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

**Place: Nagari**    **Date:**

**Mahesh V**