

PARINITA DAS

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B Narayanapura, Bangalore-16**

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CAREER OBJECTIVE

To work as a professional in a challenging environment, where I can optimally utilize my knowledge and contribute maximum in achieving long term goals of the organization while enhancing my own skills and reach the managerial zenith of excellence.

WORK EXPERIENCE DETAILS

EXL

Designation: Lead Assistant Manager

Dates Worked: May'22 to Aug'23

- Handling a team of 21 FTEs and ensure they stay abreast of industry trends, emerging technologies, and best practices in quality assurance to continuously enhance the QA program.
- Develop and implement quality control processes and procedures to ensure compliance with regulatory standards and internal quality standards.
- Monitor and analyze quality metrics to identify areas for improvement and implement corrective actions as needed.
- Collaborate with cross-functional teams to identify and resolve quality issues in a timely manner.
- Provide leadership and guidance to quality control personnel.
- Ensure that all quality-related documentation is complete, accurate, and up to date.
- Train and mentor employees on quality control processes and procedures.
- Collaborate closely with other departments to identify opportunities for process improvement within the RCM workflow.
- Expected to function independently and directing the work of the quality staff and to anticipate and resolve issues.
- Observe areas for operational workflow opportunities and makes recommendations to QA team.
- Should provide Pre-sales support as needed and must attend sales meetings as needed and provide input for presentation.
- Also coordinate with the sales team on client discussions regarding ongoing business and new opportunities.
- Recruit, train, and manage the comprehensive quality assurance and audit program to meet and exceed internal and client SLAs for service delivery.

Hinduja Global Solutions

Designation: Deputy Manager

Dates Worked: Apr'20 to till Aug'21

- Handling a team of 62 FTEs and ensure they meet Client Metrics and Service level agreements within established timelines while processing provider claims.
- Monitoring billing activities, performance management, production standards and quality of results.
- Lead and inspire team through open communication, delegation of work and transparency to ensure high quality and maximize customer experience.
- Manage and monitor daily workflow and preparation of daily, weekly, monthly production and inventory reports to ensure business objectives are maintained.
- Identify and coordinate training and tools to ensure staff members are operating at desired levels.
- Assess individual and team performance on a regular basis, drive performance metric claim quality and

- implement corrective action plan. Perform initial root cause analysis for workflow break-fixes.
- Manage attrition and absenteeism and maintain EWS (Early warning system) for team to track and proactively address people issues.

Cognizant Technology Solutions Private Ltd

Designation: Team Leader

Dates Worked: Aug'16 to Apr'20

- Handling a team of 20 FTEs and ensure they meet Client Metrics and Service level agreements, FCR, Quality, CSAT, AHT, Adherence within established timelines.
- Maintain operations rig or daily huddles, visual, knowledge management, cross training etc.
- Provide training and development of direct reporting staff with coaching to improve performance and to assist in their own development. □ Handling Level 3 escalations-Call/Emails □ Identify opportunity areas for improvement in quality and productivity. □ Ensure optimum resource utilization through various cross training initiatives.
- Liaison with support functions like HR, IT and facilities to resolve issues.
- Manage attrition and absenteeism and maintain EWS (Early warning system) for team to track and proactively address people issues.
- Identify and groom high potential team members for next level.
- Conduct performance appraisals for team member.
- Follow performance management grid and take immediate steps for any variance.
- Fun SPOC, visual management, and transport shift manager for the process.
- Conduct performance appraisals for team member.

Accenture Services Private Ltd

Designation: SME (Subject Matter Expert) Dates worked: Nov'15 to Jul'16

Altisource Business Solutions Private Ltd

Designation: Associate

Dates worked: Aug'11 – Sep'13

Designation: Floor Lead

Dates worked: Sep'13 – Oct'15

Trainings-

- Lean Management
- Minitab
- Six Sigma Green Belt certified from Simplilearn
- Six Sigma Black Belt certified from Simplilearn
- Six Sigma master black belt trained
- Agile scrum trained
- PMO trained
- TTT for SI Tool

Career Highlights-

- 5 promotions
- TTT certified by CTS

Projects and Process Improvement-

- Preparation of QA policy for medical coding with weightages, PIP policy and template- reviewed and approved by Stellar Innovations executive management.
- Preparation of SOW (Statement of work), SOP (Standard Operating procedure, MSA (Master Service Agreement), MPD (Master Process Document) for RCM.
- Green Belt and Black Belt Project submitted while course completion
- Green Belt team member-AHT reduction
- Yellow Belt team member- Improved team utilization by 10% by reducing NVA minutes (late logins,transport delays, break exceeds etc.) and saved production time equals to 1 FTE.
- Yellow Belt team member- QA-Procedure compliance improvement.
- Transport No show-cost reduction – brought down the count to 30 no-shows from <200 no-shows and showcased Project savings up to 30000 INR.
- Single Interface tool-TTT certified and Project Leader- Lead the development, knowledge transfer, training, implementation, adoption, and usage of the tool. This helped AHT reduction by 12 seconds/FTE and cost savings up to 7 FTE.
- IVR redesigning for Contact Center.
- EFAX Automation-Team member.

EDUCATIONAL DETAILS

Course	University	Score	Year of Passing
BBM Finance	Bangalore University, Dayananda Sagar Institutions	77%	2011
P.U.C	Kendriya Vidyalaya (CBSE)	71%	2008
S.S.L.C	Kendriya Vidyalaya (CBSE)	79%	2006

PERSONAL DETAILS

Spouse's Name : Koushik Dey
D.O.B : 20-08-1990
Sex : Female
Nationality : Indian

DECLARATION

I hereby declare that all the information furnished above are true and correct to the best of my knowledge.

Parinita Das