

DEEPSHIKHA SAHA

Flat no. – 202, Pacific Apartment, Torwa, Bilaspur, CG.

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Process Associate experienced in identifying and coordinating process improvement initiatives that incorporate best practices and standard operating procedures. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

EXPERIENCE

JAN 2019 – SEP 2022

PROCESS ASSOCIATE, GENPACT

- Working for US healthcare process as a back end profile and maintaining accounts part.
- My job responsibility is to research the payment received from clients(Insurance or Patient) and to check if the payment is received as per the contract if not then I am responsible to issue refund Back to the insurance or patient.
- Identified and resolved process issues to encourage smoother procedures, more efficient workflow and overall business growth.
- Collaborated with team to define business requirements for organizational processes, achieve productivity standards and adhere to accuracy standards.
- Developed and executed plans to monitor standard process adherence.

DEC 2017 – AUG 2018

TECHNICAL SUPPORT EXECUTIVE, TELEPERFORMANCE

- Oversaw troubleshooting, technical issue resolution and consulting services to upgrade technology infrastructure.
- Developed and implemented training initiatives for new hires.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns by blended process.

EDUCATION

JUNE 2016

MSC IT, DR.C V RAMAN UNIVERSITY

JUNE 2014

BCA, DR.C V RAMAN UNIVERSITY

MARCH 2010

12TH, GOVT. GIRLS S V H S SCHOOL MANENDRAGARH(KORIYA)

MARCH 2008

10TH, GOVT. GIRLS S V H S SCHOOL MANENDRAGARH(KORIYA)

SKILLS

- Responsible
- Adaptability
- Multitasking abilities
- Data management
- Quality Control

ACTIVITIES

Languages

- English
- Hindi
- Bengali

CERTIFICATIONS

JUNE 2017, . NET

INTERESTS

- Travelling
- Singing
- Sketching

DECLARATION

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

Place: Pune

Name: Deepshikha Saha