






# POONAM KUMARI

## SUBJECT MATTER EXPERT

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 8789040392  
 5/810 2A, Sivakumar Nagar, Hosur-635109.

### RELEVANT SKILLS

- Quality auditor
- Trainer
- Multitasking Abilities
- Teambuilding
- Problem-Solving
- Dependable and Responsible
- Facets

### WORK EXPERIENCE



#### Wipro (2019 –2022)

*Subject Matter Expert (SME)*

##### United Healthcare Claims.

- Designed and prepared reports, studies, and related documentation.
- Supported teams in continuous delivery of quality and production.
- Improved team performance by eliminating knowledge gaps.
- Monitored and tracked user progress to identify improvement opportunities.
- Improved user productivity and efficiency through training and support.
- Client communication: weekly Onshore SME meeting and daily KMI Meeting.
- Escalation handling.
- Claim adjudication

### EDUCATION HISTORY



#### Bachelor of business administration

Institution: Sikkim Manipal University

*Year of Graduation: 2014*

### PROFESSIONAL SUMMARY

Organized and Reliable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.