

9160054743



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SAMATHA PERLA

OBJECTIVE

To obtain a challenging career, strive to aim at utilizing my skills and abilities help foster the overall business development growth and development that helps me grow professionally and as an individual.

SKILLS & ABILITIES

Training- Experience and Expertise in training the Team Members on entire process from scratch conduct Monthly tests and share the performance reports with Leaders and Operations Team.

Identify and assist Teams to upskill the domain expertise trainings.

Documentation- Working knowledge on preparing standard operating procedures (SOPs) related to process, sending them to clients for approvals.

Quality Analysis - Performed Daily QA for the cases processed by the team members, shared the error trends with Managers & Trainees.

Strong written and verbal communication

EXPERIENCE AND JOB ROLE

INFOSYS BPM LIMITED

Client: MassMutual, Massachusetts Mutual life insurance company, a US based life insurer founded in the year 1851 in Springfield. Its one of the popular and widely used insurance and financial services in the United States

ASSISTANT MANAGER: LESS THAN 6 MONTHS

- Associated with pilot Project for Life Post issue, internal Dividend, Annuity Post Issue and New Business Departments team of 50+ FTE's
- Worked closely with clients and Transition team on Due diligence for Annuities, Claims, Billing, and Collection's process.
- Requirement gathering and generation of functional requirement specification for the project
- Hiring new team member's and participated in TTT sessions provided domain training for trainers.
- Conducted walkthrough and acted as liaison between business user and team
- Review SOP Documentation and sent for client approvals

- Reporting offshore data, Capacity planning and provided regular status update to project manager and assisted the overall project management defined scope, objectives, deliverables, and timeline and ensured everyone adhere to them.
- To bring the final signoff from client for produced DD

COGNIZANT TECHNOLOGY SOLUTIONS

Project: Voya Financial is an American Financial retirement investment and insurance company based in New York. Voya began as ING U.S the United States operating subsidiary of ING group which was a spun off in 2013 and established independent financial baking through an initial public offering. In April 2014, the company rebranded itself as Voya Financial

PROCESS SPECIALIST: 8 YEARS

- Got Opportunity to start career in a pilot project for Voya Financial Operations. Well acquainted with the major changes, upgrades in the Process. Went through phases of Processing, Quality Check, Training, Documentation and Reporting for Annuity payment and controls team
- Annuities as a major domain, Responsible for jobs related to New ACH setups, apply monthly Payment and Payoffs, Increases, Decreases, Address and Name Changes, Suspense and Journals Processing.
- Control over all Money in and Money Out accounts from the new business, annuity payments, Contract Maintenance, and disbursements.
- Reconciliation and blackline match for all suspense inquiry status and journalizing accounts
- Prioritize and allocate work received to team members on daily basis and tracking work items for completion and SLA adherence through Development, update of dashboards and workflow tools.
- Handling escalations and rush requests
- Cross train associates on sub processes and Conduct Process Knowledge Test (PKT)
- Update Reports on a daily outstanding, weekly and monthly basis, and Out of SLA Report
- Perform Quality review of transactions processed by associates & publish performance reports.
- Perform RCA and CAPA
- Contributing for business developmental ideas analyzing the trend of workflow

ACHIEVEMENTS

- Received Operational excellence Annual awards for the year 2016 & 2017.
- Received Unicorn and spotlight awards for best performance.
- Recognized by client for the hard work and support provided by me on handling sensitivity and adhering to compliance.
- 100% QA (Quality score)

LEADERSHIP

ABILITIES

- Collaborate with clients and onshore team to innovate and implement new ideas for Continuous Improvement Process
- Maintaining reports, gathering information, and testing new applications to reduce Average handle timings.
- Built and maintained good relationship with clients to reach the timely deliverables.
- Conducted Team Huddle on daily, Weekly and Monthly basis
- Conducted walkthroughs, workshops and meetings involving various new business from clients.
- Demonstration of current business methodologies to clients and undertake and implement various ideas to reach stake holders expectations.

HIGHEST

EDUCATION

- Master's Degree in Business Administration (MBA) with Finance Specialization in the year of 2013

PERSONAL

INFORMATION

Nationality : Indian
Gender : Female
Marital Status : Single
DOB : Oct 21th 1988
Contact : 9160054743

DECLARATION

I hereby declare that all the information given above is true to my knowledge.

Place: Hyderabad

Date:

Samatha Perla.