Contact

8121479462

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Skills

Quality Audit

Data Analysis And Interpretation

Team Development

Customer success

Call Barging

IT Skills

Basic Sql

Microsoft Excel

Cloud Testing

R Tool

Google Map Api

Courses & Certifications

BA – R

Six Sigma green belt

Identity Access Management

Customer Focus

Finance Essentials

Languages

Telugu

Hindi

English

Kannada

SAHITYA GADE

Process Consultant | Hyderabad / Secunderabad, Telangana

A highly motivated Process Consultant with extensive experience in the customer experience field. Proven track record of creating and implementing effective business processes that drive efficiency, improve customer experience, and increase profits

Experience

Energytech Global Solutions
Process Consultant

Jul 2021 – Present

- Coach, mentor and develop team members by providing regular feedback and the upkeep of development plans
- Ensure policies and procedures across the team are adhered to Work alongside the Cx and Customer Leadership teams to deliver outcomes as part of our strategy
- Easily adapt to changing customer needs and business priorities
- Identify and help implement proccess related improvement Communicate effectively
- Track quality and utilization metrics Work cross functionally and build consensus
- Manage process andoperational escalations
- Conduct team meetings to update members on policy updates, error trends, best practices and continuing expectations
- Manage shrinkage and develop strategies to promote team member adherence to company regulations and performance goals
- Allocate tasks and workloads to individual team members based on their ability

Cognizant Technology Solutions
Technical Support Specialist

Feb 2019 – Jan 2021

- Provide first–level technical support to operations, including software and corp–extension installations
- Assist team members and provide support and solutions to operational issues
- Perform troubleshooting techniques to identify and resolve issues
- Gather technical information and elevate tickets to appropriate support level
- Accurately process and document ticket transactions, keeping customers informed of progress during ticket lifecycle and making follow–up communications in a timely manner
- Access documented procedures, tools and manuals to provide support on company supplied hardware and equipment
- Establish patterns to reoccurring issues and provide input to development teams

Cognizant Technology Solutions
Quality Analyst

Apr 2018 – Jan 2021

- Ensure final verification of work done at operations
- Check if operations is following correct workflow as per policy Identify potential errors and determine easy ways to avoid them
- Ensure gaming checks are in place for effective verification

Cognizant Technology Solutions
Senior Process Executive

Feb 2018 – Jan 2021

- SPE Team Backup Lead Apr 2018 – Jan 2021 Ensure service delivery is met according to core KPIs (Productivity, Quality, ORT) by all team members on daily basis
- Organize daily catch ups with client and delegate tasks and set timelines according to client's requirement Generate and share comprehensive and detailed reports on team performance,

mission-related objectives and deadlines, providing accurate information to management via WBR, MBR and QBR (Weekly, Monthly and Quarterly Business Reviews) Monitor billing on a monthly basis for all team members

- Conduct team meetings to update members on policy updates, error trends, best practices and continuing expectations
- Allocate tasks and workloads to individual team members based on their ability
- Manage shrinkage and develop strategies to promote team member adherence to company regulations and performance goals

Cognizant Technology Solutions
Root Cause Analyst
Jun 2017 – Nov 2017

- Investigate and record details of errors generated in the process
- Perform thorough root cause analysis and determine the nature of error
- Perform trend analysis and coordinate with operations to avoid replication
- Report tool related errors and impact details to technical support
- Work with training team to publish training slides on error trends

Cognizant Technology Solutions
Senior Process Expert
Mar 2016 – Apr 2018

- Making outbound calls to verify authenticity of data relating to business listed on Google Maps across India,UK,US,Australia, Singapore, NIgeria, South Africa and Canadian Markets Cross verifying quality errors for the team to make sure the team is marked off only on valid errors
- Actively working with the lead in identifying and filling knowledge gaps within the team by taking sessions on commonly identified errors
- Meeting and exceeding the quality target of 98% on weekly basis

Hinduja Global Solutions Private Limited
Claims Executive
Jun 2015 – Mar 2016

- Worked in a special project 2 team that was involved in clearing House rejections & providing Payor denial
- resolutions for US Clients
- Updated denials, cash logs and rejections data for multiple custome locations while also tracking high volume

rejections/denials at the same time

- Prepared daily billing summary with denial reports
- Suggested possible procedural changes to improve productivity
- Facilitated the training of new employees allowing them to seamlessly integrate into the team environment
- Trained & mentored process batches through the Special project 2 team

Education

Bachelor of Science (B.Sc)
Statistics
2015

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Awards

Star performer award
Nov 2017

Star performer award for the year

Maverick award
Dec 2022

Top performer for the quarter

Star performer award

Nov 2019

Star performer award for the year