



Name

Gopal Puli



Gopalraj321@gmail.com

Designation

Assistant Manager



+91-9844886654



12 Years of experience

Dept:

Operations/Quality

Job Objective: Seeking assignments as a Managerial position with a high growth oriented organization.

Professional Snapshot

- ✓ Over **12 years of experience** in the areas of Operations Management, Quality and Client Servicing in Revenue Cycle Management industry.
- ✓ Working as "**Assistant Manager**" – Service Delivery Quality with **Omega Healthcare Solutions, Bangalore, India.**
- ✓ Worked as "**Assistant Manager**" – Operations & Quality with **ACN Healthcare India Pvt Ltd., (formerly Global Healthcare India Pvt Ltd.), Vizag - India.**
- ✓ Worked as "**Team Lead**" - Operations with **ACN Healthcare India Pvt Ltd., (formerly Global Healthcare India Pvt Ltd.), Vizag - India.**
- ✓ Proficient at managing & leading teams for running successful process operations & Quality experience of developing procedures, service standards for business excellence.
- ✓ A thorough professional with a proactive attitude, capable of thinking in and out of the box, generating new design solutions and ideas.
- ✓ Possess excellent interpersonal, communication and organizational skills with proven abilities in team management, customer relationship management and planning.

Areas of exposure

Operations Management

- ✕ Formulating & implementing procedures for daily operations and internal reporting systems for monitoring quality.
- ✕ Interacting with clients to review and resolve operational issues as well as implement new process & procedure changes and Training, supporting new employees.
- ✕ Preparing weekly/ monthly and quarterly reports and maintain employee performance database tracker with a view to monitor efficiency of associates.
- ✕ Monitoring the process and allocation of responsibility for processing, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- ✕ Creating & implementing workflows to facilitate structured support in all areas and issues.
- ✕ Sending reports to the top management and maintaining the agreed SLA & thereby focusing on maximizing Customer Experience while optimizing costs.

Major Roles & Responsibilities:

- ✕ Monitoring the delivery of Quality matrix as per agreed SLA for all the processes with the help of QA's
- ✕ To participate in client calls and identifies their expectations and needs
- ✕ Liaison with project owner for information & performance metric
- ✕ Ensure Internal & External client's quality expectations are met
- ✕ To provide analysis of Billing on errors, accuracy and training needs to project owners on Daily / weekly / monthly
- ✕ Publish Weekly QPR (Quality performance Report)
- ✕ Drive retention and control on financial impact KRAs – functional team
- ✕ To use quality monitoring Billing management system for compiling and tracking performances at team and individual levels
- ✕ Conduct Retro audits and MSA to calibrate the QC A's
- ✕ To provide feedback to the QC A's
- ✕ To prepare and analyze internal and external quality reports
- ✕ Run improvement projects
- ✕ Adherence to ISO 9001/ISO 27001 and Regulatory Compliance
- ✕ Initiate & mentor improvement projects
- ✕ Provide feedback to QA's on areas of improvement and strengths, groom them for the next level
- ✕ Manage the CTQ's as per SLA for all the processes
- ✕ Drive inspiration & Best Practices

Billing Knowledge

- ✎ Knowledge of Revenue Cycle Management, Specialist in Demographic, Charges, Payments, and Account Receivable – Collections, as well quality team.
- ✎ Specialist in handling quality issues through Pareto analysis, Key initiative tracker, Quality Trend analysis and process training.

IT Skills

Sound knowledge of MS Office tools and expert in Excel and Power point. Auto Micros

Academic Credentials

- ✎ Graduated **B.sc** From Sri venkateshwara dgree College – Sri Venkateshwara University Tirupati.

Personal Details

Nationality	: Indian
Marital Status	: single
Present Address	: no 18, 1 st floor,1 st cross, NAL Win Tunnel Road, Murugeshpalya, Bangalore - 560017
Langues	: English,Telugu,Hindi, Kannada,Tamil