

# Dinesh Ingle

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## OBJECTIVE

To work in an organization where I use my skills and knowledge to deliver value added results as well as further enhance my learning and develop my career in the field of US Health care Process.

Employer: **Cygnnet Digital Private Limited**

## WORK EXPERIENCE

Period: Aug 2023- till date

Job Title: **Lead Technologists**

Location: **Ahmedabad, India.**

Team Leader in Audit, Risk & Compliance whose qualification includes Bachelor of Commerce with 4 years of exposure into Audit, Risk and compliance

Certified ISO 27001 Lead auditor from TUV SUD

### Nature of Work

- Perform periodic audits for evaluating compliance with internal control framework with respect to contractual risks, information security and data privacy risk, regulatory risks and procedural compliance
- Conducting external audit at vendor location to ensure all policies and procedures are being followed to adhere the compliance
- Co-ordinate with certification agencies for timely planning and execution of ISO 27001, SOC 1 , SOC 2 audits
- Connecting with external vendor for organisation network cloud services
- Maintaining, reviewing the policies

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Employer: **Inventurus Knowledge Solutions Private Limited**

Period: Oct 2019- Aug 2023

Job Title: **Team Leader – Audit Risk and Compliance**

Location: Navi Mumbai, India.

### Nature of Work

- Perform periodic audits for evaluating compliance with internal control framework with respect to contractual risks, information security and data privacy risk, regulatory risks and procedural compliance
- Prepare and release audit reports in clear and concise manner to ensure that issues, associated risks and recommendations are articulated appropriately
- Collaborate with business owners to drive closure on audit issues in a timely manner
- Perform analysis of audit issues, identification of trends, patterns and re-designing of policies and processes to ensure audit issues are not repeated
- Co-ordinate with certification agencies for timely planning and execution of ISO 9001, ISO 27001, SOC 1 , SOC 2 + HIPAA and PCI DSS audits

- Manage and ensure adherence to the daily, weekly, monthly and quarterly compliance checklist activities
- Review of internal documents and evidences required for the external audits
- Evaluate all data samples for accuracy and correctness, prior to submission to External auditors
- Perform processing system (desktops/laptops) review on a periodic basis to ensure compliance with organizational policies
- Conduct Information Security awareness trainings/sessions + HIPAA awareness session for employees
- Manage the e-learning compliance module (Release, Reminder, Module revision)
- Assist Compliance head in investigations and reviews
- Gap Assessment for new projects before Go live.
- Following up with Operations Leaders for Client ID Management
- Automation of Client ID management tool to reduce manual intervention
- Tracking records of daily and weekly back-ups

## SKILLS

- Risk and Compliance
- Internal Audits
- ID Management
- Team Management
- HIPAA Regulation
- Healthcare domain understanding
- RCM Knowledge

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Employer: **Reliance Industries Private Ltd.**

Period: Oct 2006-Jul 2009.

Job Title: Customer Service Representative (CSR).

Location: Navi Mumbai, India.

### Nature of Work

- The Customer Service Representative attracts potential customers by answering product and service questions; suggesting information about other products and services. Process orders, prepare correspondences and fulfill customer inquiries to ensure customer satisfaction.

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Employer: **Intelenet Global Service Ltd.**

Period: Jul 2009-Dec2011.

Job Title: Executive, MIS.

Location: Navi Mumbai, India.

### Nature of Work

- Create various daily, weekly, monthly and quarterly reports as required by HOD.
- Innovatively study pass reports and find out means of extracting best logical data from the system.
- Customize various reports according to the need of management & client.
- Customer satisfaction, Staff time adherence, swap for off & night shifts.
- Managing VDN data, agents login/logout, breaks and shrinkage.
- Agent interaction in system, short calls & drop calls, multiple tagging and sales leads.

- Dashboards analyze the data and come out with trend wherever possible.

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Employer: **Reliable Business Services & Solution Ltd.**  
Period: Dec 2011- Jan 2013  
Job Title: **Executive - MIS**  
Location: Navi Mumbai, India.

**Nature of Work**

- MIS reporting by using MS Excel at Operational and Client level.
- Tracked different metrics on a daily basis and organized for ease of use.
- Produced tables, pivot reports and charts for use in key decision-making processes.
- Downloaded and mapped data for use by diverse team members.
- Set project timelines and kept teams on task to complete milestones according to schedule.
- Managing the Monthly, Weekly & Daily Report Creating in MS-Excel and MS-Access through in-depth analysis and producing the actionable information.
- Extensive usage of MS Excel (Aggregate function, V LOOKUP, Pivot table, Formulas etc.)

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Employer: **Hexaware BPS Ltd (Mahape)**  
Period: Jan 2013- May 2015  
Job Title: **Senior Executive – MIS**  
Location: Navi Mumbai, India.

**Nature of Work**

- Record the system utilization statistics using Prognosis. Entire trading-day's raw data is captured and stored in Excel and Analysis / Statistical summary reports are generated on the same. Vlookup, Pivot Table, Formulas and Macros were the tools used in Excel.

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Employer: **Serco PVT LTD**  
Period: May 2015- Jan 2018  
Job Title: **Senior Executive – MIS**  
Location: Navi Mumbai, India.

**Nature of Work**

- Preparing monthly agents & TL wise incentive
- Tracking attendance organization wise
- Tracking absenteeism
- Tracking shrinkage
- Tracking attrition
- Preparing actual vs login report
- Preparing daily, weekly and monthly reports for OB process like: APR, agents n TL wise collection, dashboard, shift adherence
- Preparing monthly business PPT

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Employer: **Majorel PVT LTD**  
Period: Mar 2019- Aug 2019  
Job Title: **Team Leader, MIS**  
Location: Navi Mumbai, India.

**Nature of Work**

Managing team of 4 executives to perform below activities

- Preparing daily Dashboard, agent performance report and also Hourly Allocation to agent
- Daily attendance report & disconnect call report
- Preparing weekly review decks and monthly incentive for organization
- Lead and motivate teams to promote efficiency and effectiveness
- Develop and implement strategies to achieve organizational goals.

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## **EDUCATION**

- Bachelors of Commerce from YCMOU University from Navi Mumbai, India.

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## **COMPUTER SKILLS**

- MS-OFFICE: MS-Word, Excel, Power Point, Access and Macro creation in MS tools.

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## **HOBBIES**

- Long Driving, Riding, Trekking and Bodybuilding.