# CHITHRA

in http://www.linkedin.com/in/chithrathangadura



#### **PROFILE**

Detail-oriented professional with a strong background in operations management, customer experience, and collaborative teamwork. Known for a proactive approach to ensuring seamless production operations and enhancing customer satisfaction. Experienced in building productive partnerships, streamlining processes, and delivering solutions that align with organizational goals.

### **EDUCATION**

### Msc. Biotechnology

Dr. MGR Educational and Research Institution, Chennai (2022 - 2024)

# **B.ScBiotechnology**

Pondicherry University, Puducherry (2019 - 2022)

#### **SOFT SKILLS**

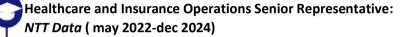
- Communication: Strong verbal and written communication skills to engage effectively with customers, partners, and teams.
- Problem-Solving: Adept identifying challenges and implementing practical, innovative solutions.
- Collaboration: Proven ability to work in cross-functional teams, fostering а positive productive work environment.
- Adaptability: Quick learner with the flexibility to handle dynamic roles and responsibilities.
- Time Management: Experienced in prioritizing tasks and meeting deadlines under pressure.
- Attention to Detail: Consistently accurate in data handling, documentation, and workflow processes.

# **TECHNICAL SKILLS**

Experienced in data analysis tools and reporting for operational efficiency.

- Familiar with healthcare and insurance operations systems from previous roles.
- Skilled in using Microsoft Office Suite (Excel, Word, PowerPoint) for documentation and presentations.

### **WORK EXPERIENCE**



- Managed and processed healthcare and insurancerelated operations with precision and attention to detail.
- Provided exceptional service by addressing customer inquiries and resolving issues efficiently.
- Analyzed data and ensured compliance with healthcare regulations and insurance policies.
- Collaborated with cross-functional teams to optimize workflows and enhance customer satisfaction.
- Gained expertise in healthcare operations, insurance claim processing, and customer communication.

# JOB RESPONSIBILITY

Prioritized and executed daily tasks with meticulous attention to detail achieving 100% accuracy on an average of transactions per day against client SLA'S

### **CERTIFICATION**

- Diploma in Desk Top Publishing (November 2021) Tcil-it Computer Education & Training Centre
- Certificate Course in Computer Applica on (CCA) -(May 2021) Tcil-it Computer Education & Training
- SAP FICO Power User Program (April 2024) Henry Harvin Education