



## 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.Sc Biotechnology

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 at identifying challenges and implementing practical, innovative solutions.
- Collaboration: Proven ability to work in cross-functional teams, fostering a positive and 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



### Healthcare and Insurance Operations Senior Representative: NTT Data ( may 2022-dec 2024)

- Managed and processed healthcare and insurance-related 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 Centre
- SAP FICO Power User Program – (April 2024) Henry Harvin Education

