

## Sasikumar P

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### Career Objective:

Intend to build a career with leading corporate with committed and dedicated people, which will help me to explore myself fully and realize my potential. And willing to work as a key player in the challenging and creative environment.

### Professional skills:

- Overall 5.4 years of experience in Business Process Outsourcing Organization.
- Having Good work experience in Group Enrollment processing and interacting with the clients.
- Having Good work experience in individual Enrollment processing.
- Cohesive team worker, having strong analytical, problem solving and interpersonal skills.
- Good knowledge in Microsoft word, Microsoft Excel sheet.

### ACADEMIC CREDENTIALS

#### (B.COM computers) - (2009-2012)

- From Mother Theresa Degree College, Palamaner affiliated to SV University.

### Work Experience

- Worked as a **Senior Process Executive** In **Cognizant Technology Solutions** from Jun 2016 to Jan 2019.
- Worked as **Process Executive** in **Hinduja Global Solutions** Jan 2013 to Nov 2015.

### Project 1

Project Title	: <b>SSP Medicaid &amp; CHP</b>
Client	: <b>Medicaid &amp; CHP</b>
Role	: Senior Processor

Team size : 15

## Description

To enroll the Medicaid eligible members in legacy and FACETS and provide the Enrolment benefits to the members.

## Roles & Responsibilities

- ❖ Understanding and adhering to quality standards.
- ❖ Training and Assisting Juniors.
- ❖ Identifying process improvement opportunities and reporting the same to the Supervisor.
- ❖ Assisting to team members regarding new updates as per the guidelines.
- ❖ Conducting training programs on new updates and creating quality and production metrics for the team.
- ❖ Implementing the corrective and preventive action plans for meeting and exceeding client quality standards (SLA).
- ❖ Working on individual enrollments in Medicaid, CHP and check the eligibility and recertifying the member.
- ❖ Work on ESAWS enquiries and replying the member in time limit and on Error Codes.
- ❖ Verifying member demographic details.
- ❖ Sending the member eligibility to State Government of NEWYORK in the form of KIDS (Knowledge Information of Database System).
- ❖ Checking the member eligibility and sending eligibility details to Market place in form of HIX 834 Outbound file.
- ❖ Generating letters and ID's.

## UAT Testing:

- ❖ Was part of User Access Testing, to test Medicaid enrolments in the new application FACETS.
- ❖ Defect analysis of enrolments from legacy to FACETS.

## Applications used:

MP, Legacy system, Meet Tool and FACETS

## Rewards and Recognitions:

- ❖ Awarded with “Ace of Rookies” for best performance in Training period.
- ❖ Received appreciation from the Onshore team for maintaining Accuracy.
- ❖ Awarded “Spot Light” by the Management for implementing new ideas in the project and making it successful.
- ❖ Awarded “Unicorn” for best performance in outstanding performance.

## Project 2

Project Title : **Claims Review and Entry**  
Client : **Us Healthcare.**  
Role : Process specialist  
Team size : 40

## Roles & Responsibilities

- Working as a small business group and Enrolling 2-99 group size cases.
- Enrolling Medical, Dental, Vision, Life, Vol Life of coverage's.
- Working on Maces as per the States.
- Finding the missing information on the groups and enrolling them under the Humana.
- Quoting the missing information and proceeding with Data Entry.
- Generating the Group number with the help of Sales & Under writing department.

## Technical Skills:

- ❖ Advance Excel
- ❖ Computer Basics.
- ❖ MS Office.

## PERSONAL PROFILE

Date of Birth : 22/06/1992  
Marital Status : Single  
Passport : Holding Valid Indian Passport  
Languages Known : English, Telugu and Kannada

I hereby declare that all the statement given above are true, complete and correct to the best of my knowledge & believes.

DATE:

SIGNATURE

PLACE: Bangalore.

(Sasikumar P)