Responsibilities

Process deliverables	Handled 25 Member Claims BPO Team	Update Process related documents
	Monthly, Quarterly Annual Business review	Audit compliance: SLA & error management
	Process improvement and RPA inputs	Work Volume & Gross Margin management
Organizational related	Lean Six Sigma project identification	Aligning Team members to Org Goals
	Managing appraisals and Leaves	Onboarding and Off-boarding activities