

RESUME

K.ARUN KUMAR.

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Professional Objective

- A challenging career with learning ability and continuous improvement as key attribute to achieving organizational goals in its global perspective.

Personal Skills

- Comprehensive problem solving abilities, good verbal and communication skills, willingness to learn, good team spirit.

Academics

Course	Year of Passing	Board /University	Institute	Percentage
MBA	2010	Prist university,	Prist University, Thanjavur.	69%
B.Sc. (Hotel Management)	2008	Bharathidasan University, Trichy.	THRC College.. Perambalur.	67%
H.S.L.C	2005	State Board	Govt. Hr.Sec.School, Ariyalur.	56%
S.S.L.C	2003	State Board	Govt. Hr.Sec.School, Poyyathanalur.	61%

Corporate Experience

- 6+years of experience in managing the project life cycle ranging from project maintenance coordination to project completion.

NTT DATA Business Process Solution India Pvt Ltd:

- Project Name : PCDM
- Client's : United Health Services (UHS)
- Designation : HC & Insurance Ops Associate
- Duration : Feb-02-15 to till date

Project Details

The project involves processing of providers request on daily basis. The requests are received from provider office/ CRED team to add the provider into the Network. Based on that request we will add providers into Network as per the standard guide lines as well as states/markets regulation.

Job Profile

Process Methodology:

- Processing the provider's request for US Health care industry
- Ensure the processed requests are to meet the customer quality
- To validate & Process the pending providers request as per the specifications
- To reviewing the customer appeals and solving the problem based on the documents.

Operational Roles & Responsibilities:

- Customer's escalation/Synergy/RNOP mail handling.
- Managed the day-to-day production planning based on the inventory
- Played a group coordinator role and to support the team on any clarification and judgmental decisions.
- Rebuttal & Discrepancy call monitoring; coaching the team based on the call feedbacks
- Taking care of all the system/applications issues.

Quality Roles & Responsibilities:

- Auditing assigned GD's on daily basis.
- Follow up the sourced error mail conversation till its close.
- Daily SOP updates are monitored and shared the updates through mail to the team.
- Supporting as SME to the operation team (CHE,CBE,OKC).

Working Experience

▪ SOURCE HOV Services (LASON INDIA PVT LIMITED)

- Designation : Quality Associate.
- Duration : May'2011 to April'2014
- Client's : United Health Care Insurance
- Process Name : BEFM-Prime

Processing Methodology

- Processing claims for US Project in the Health care Industry.
 - Produced Claims as per standard Productivity.
 - Ensure the claims processed are meeting the Customer Quality
 - Validate and process the Pend claims as per the approved training material and requirements
- Participate in the company wide initiatives.

Responsibilities:

- Quality issues are resolved by using the method of 7-QC tools like **HISTOGRAM, SCATTER DIAGRAM, FISH-BONE DIAGRAM, FLOW CHARTS, PARETO CHARTS, CONTROL CHARTS, and CHECK SHEET.**
- Participated as the member of Quality Review Meeting.
- Prepared the quality report for weekly and monthly basis and shared with internal and external Management and customer.
- Analyzing the quality issues with the help of concepts like **PARETO CHARTS, WATERFALL CHARTS** and take necessary action plans are prepared and implemented with the help of team member's.
- Interact with customer E-mails of escalation, high priority and Defect rebuttals are shared with customer and internal management peoples for daily basis.
- Daily wise all internal quality report are generated and shared with the team.
- Defect Directory are maintained based on **"5 WHY"** analysis and shared with team
- Audit samples are designed as per sampling system and allotted to the auditors.
- GIVING SME support to processor as well as auditors.
- Daily SOP updates are monitored and shared the updates through mail then conduct the review session to describe about the updates.
- Hands on experience in MS office **2007 & 2010 package, MINITAB.**

For Immediate Consideration:

- Current Salary-3 laksh (INR) per annum.
- Expected Salary-1200\$(SGD).
- Reason For Leaving- More interested to work in Singapore.
- Availability- Immediate Joiner.
- 3+ years driving experience with Badge License(India).

Personal Details

Name	: K.Arun Kumar.
Father's name	: Mr. V.Kandhasamy.
Gender	: Male.
Date of birth	: 27.05.1987.
Marital status	: Married.
Hobbies	: Traveling, Playing, Netsurfing and Chatting.
Languages known	: English & Tamil

Date:

Signature,

Place :

(K.ARUN KUMAR)