



Jatinkumar Dua

Service Delivery Manager



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Bengaluru, Karnataka

PROFILE • ABOUT ME

A performance-driven professional with 14 years of rich and extensive experience in Retail, Telecom & Medical Billing Sector.

Summary:

- Rich experience in delivering successful results in both well established businesses and new Startups.
- Proven track record of creating new business opportunities and establishing new markets in changing environment.
- Expertise in defining service standards and guidelines that serve as benchmark for excellent service delivery as per global standards.
- Rich experience in Handling Team, Client Management, Vendors Management and Key Accounts at all levels with good negotiation skills.
- Excellent interpersonal, analytical skills with proven track record of spearheading cost innovation projects during the career span.
- Always ready for ad-hoc responsibilities which results to overall benefits for the organization.

Job philosophy

- Firm believer in – “I CAN & I WILL” with 'CAN DO' attitude and passion to deliver aggressive business results.
- Efficient enough to hit multiple birds with one stone.

EDUCATION

SSC (10TH)

Kameshwar School
Gseb – Ahmedabad, Gujarat

Completed, April 2001
Marks 73%

COMMERCE, HSC (12TH)

Kameshwar School
Ghseb – Ahmedabad, Gujarat

Completed, April 2003
Marks 69%

MANAGEMENT, BACHELOR OF BUSINESS ADMINISTRATION

L. J. Institute Business Administration
Gujarat University – Ahmedabad, Gujarat

Graduated, March 2006
Marks 58%

WORK EXPERIENCE

SERVICE DELIVERY MANAGER

Omega Healthcare Management Services Pvt. Ltd.

Sep 2018 - Current
Ban, Karnataka

- Currently managing a team of 70+ FTE's with 3 Team Lead's & 3 Subject Matter Expert's.
- Handling End-to End RCM business (EV BV, Prior Authorization, Charges, Payment Posting and AR) and specialized in oncology (chemotherapy) services.
- Preparing work strategy as per process requirement.
- Identifying and educating team on finding global trends and patterns.
- Specialized in managing denial inventory.
- Setting-up process for TFL / AFL sensitive encounters
- Identify root cause of front end denial issues, developing denial prevention strategies and collaboratively implementing solutions to prevent denials across practice.
- Weekly touch base with Onshore team to discuss the open items and issues/challenges where need their assistance.
- Presenting Monthly Review deck with client having last month performance and issues/challenges against set SLA.
- Providing analysis on health of the practice in terms of collections trend / billing trend / denials trend aging report of insurance/ outstanding patient balance
- Exploring automation opportunity to reduce cost and manage FTE in a profitable manner.

- Managed transition phase by coordinating with onshore transition team.
- Attended daily client call with transitions team to give daily updates
- Assisted training team in process training & preparing of SOPs for all functions
- Implemented changes - ensuring process improvements (Process Re-engineering)
- Contributing towards resource planning and capacity utilization.
- Monitoring daily operating activities (productivity, quality, absenteeism etc.) of team and suggesting necessary action plans for improved workflow and efficiency.
- Identifying process gaps and discuss same with client and effectively articulate the benefits.
- Monitor the quality and give feedback to team & leaders regularly to keep up the quality standards as per the SLA.
- Directed interviews of all potential employees, selecting staff, evaluating performance and making recommendations for promotions.
- Identifying market opportunities into doable recommendations to meet company goal.
- Establishing intuitive reporting methodologies, performing ad-hoc market analysis as required to analyze performance and support strategy.
- Ensuring most client satisfaction by meeting their expectation consistently.

TEAM LEADER

Fedora Solutions - Advantage Health Care Solutions

May 2016 - Sep 2018

Ahmedabad, Gujarat

- Facilitated 3 clients in US Healthcare.
- Effectively handled team of 32 members in healthcare process environment.
- Guiding team to reduce AR ageing and optimize collections and help team to focus on track.
- Providing one-hand resolution for problems of denial reasons.
- Performing quality check on work done by the team before it to the client.
- Monitoring and managing workflow to assure timely delivery of agreed SLA's.
- Develop processes to improve productivity and quality of the team.
- Managed the operations seamlessly and timely SLA delivery along with high levels of employee and customer satisfaction.
- Prepare and present service reports identifying trends & patterns of all processes.
- Effectively interacting and coordinating with clients on their queries, sort out issues if any and manage 1st level escalation.
- Co-ordinate and bridge the gap between the team and onshore team.
- To co-ordinate with clients regularly and build rapport to keep up fruitful relationship to reach business goals.
- Evaluating the overall functioning of process, identifying improvement areas and implementing measures to maximize client satisfaction level.
- Monitor team's performance production & quality and give feedback to them.
- Motivating associates through effective management, career development & implementation of reporting mechanism.
- Conducting performance appraisal for the team.
- Contribute for the hiring and selecting process of the front line.
- Keep the project manager and senior management informed of task accomplishment, issues and status
- Work with the project manager to develop action plans to meet desired performance levels.
- Escalate issues which cannot be resolved by the team.
- Listen to team members' feedback and resolve any issues or conflicts
- Provide guidance to the team based on management direction.
- Maintain knowledge base and documentation to streamline incidents.

SUBJECT MATTER EXPERT

Vodafone India Services Private Limited

Nov 2010 - Apr 2016

Ahmedabad, Gujarat

- Handling a team of 15 Advisors.
- Working in Vodafone UK Back office team and handling High Net-Worth Enterprise & Corporate accounts business segment.
- Queue Management which involves indexing cases to available manpower & keeping constant check to make sure cases are within SLA.
- Driving Operations as per agreed SLA and check service performance against SLA.
- Track and gather data for measuring operational trends and find areas of improvement.
- Weekly reporting to onshore team on service level management statistics
- Provide floor support & assist team members to handle queries.
- Providing training and mentoring to the new joiners and make sure that each of them clear quality certification tests.
- Maintain process hygiene by conducting internal process audits of the cases assigned and providing feedback to team members.
- Escalation handling & providing apt resolution to escalation at the earliest.
- Execute critical transactions belonging to High Net-Worth accounts.
- Conducting Weekly Briefing/debriefing sessions for entire team.
- Preparing daily, weekly and monthly agent and team performance reports.
- Conducting refresher sessions and process knowledge tests.
- Preparing daily, weekly and monthly agent and team performance reports.
- Preparing Shift Roster, Transport Roster and Leave Planner of the team.
- Effectively managing the operations with key focus on optimal utilization of resources.

- Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction.
- Leading, motivating & monitoring team members to make sure efficiency in process meets individual & process targets.
- Attending regular calls for process updates, process enhancement, new product launch and review with UK Client & Vertical Managers.

STORE MANAGER - STEPHENS BROTHERS-LONDON

Brand House Retails Ltd

Feb 2008 - Nov 2010

Ahmedabad, Gujarat

- Managed sales team of 5 people and monitoring their performance.
- Setting targets for sales & working with team to meet it.
- Stock replenishment and inventory management - stock verification on regular basis.
- To lead & motivate store staff and build a positive environment to increase sales and efficiency.
- To make sure that store visual merchandise as per the season's theme.
- To make sure that the store is properly maintained in terms of cleanliness, fixtures etc.
- Maintaining and sending accurate daily, weekly and monthly reports to Head Office on time.
- Effective customer interaction. Understand customer requirements and give necessary feedback to HO.
- To proactively take part in sales promotion schemes and make sure proper implementation & execution is done.
- To forward verified customer database to the HO for the smooth implementation of the customer loyalty program.

STORE MANAGER - PETER ENGLAND

Madura Garments

Mar 2007 - Jan 2008

Ahmedabad, Gujarat

- Handled sales team of 5 people
- Responsible for overall operations of the store and increased the revenue & profitability.
- Accountable for inventory & accounts of the store.
- Ensure timely opening and closing of the store as per company norms.
- Guide sales staff in terms of proper product display and positioning.
- Monitor attendance and punctuality of all store staff and sending monthly details to HR department.
- Daily remittance of the sales proceeds to the bank
- Relationship management and stay in touch with customers.

STORE IN-CHARGE - TATA TRUE VALUE SHOPEE

Tata Teleservices Ltd

Apr 2006 - Feb 2007

Ahmedabad, Gujarat

- Handled 3 team members
- Provide direction, and training to sales team for ensuring best performance.
- Managing the Inventory of the store.
- Make sure that best customer service in the store.
- Handling Complete Store Operations and sales and Customer Services.
- Responsible for Internal Audit of Stock Movement.
- Responsible for Accounting, cash handling & Daily Bank Deposits.

SKILLS

- | | | |
|-------------------------------------|----------------------------------|----------------------------|
| • Service Delivery Management | • Process Enhancement | • Team Management |
| • Operations Management | • RCM Operations | • Training & Development |
| • Client Communication | • Quality Assurance | • Performance Management |
| • Transition Management | • Client Relationship Management | • Project Management |
| • New Application scout & execution | • SLA Adherence | • Strong Analytical Skills |

COMPUTER PROFICIENCY

- MS-Office ●●●●●
- MS-Excel ●●●●●
- PowerPoint Presentation ●●●●●
- Google Sheets ●●●●●
- Amdocs ●●●●●
- Citrix ●●●●●
- eGain ●●●●●
- g4-Centricity ●●●●●
- OncoEMR ●●●●●
- eClinicalWorks ●●●●●
- MD Office ●●●●●

LANGUAGES

- Sindhi ●●●●
- English ●●●●
- Hindi ●●●●
- Gujarati ●●●●

PERSONAL INFORMATION

Father's Name:	Mr. Jayant Dua	Marital Status:	Married
Birthday:	July 21, 1986	Nationality:	India
Gender:	Male	Passport No.	S5711389, Expires 07/25/28

DECLARATION

I, Jatinkumar Dua, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Jatin Dua

Jatinkumar Dua