**NILOY DEB**



Photograph

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**SENIOR PROFESSIONAL – OPERATIONS & CUSTOMER DELIGHT**

Certified ITIL V3 Foundation, **offering over 16 years of rich experience in monitoring overall functioning of processes, handling customer escalations 7 grievances, evaluating improvement areas & driving strategies for ensuring maximum efficiency & high client satisfaction**

Targeting Assignments In:

**⯍Operations Management ⯍ Customer Service ⯍Compliances / Audits ⯍**

**PROFILE SUMMARY**

* Skilled in managing small to medium sized business initiatives involving re-engineering of business processes, operations & ITES/BPO/Telecom applications; led a team strength of more than 300 plus people so as to run the operation in an efficient &cost effective manner
* Led the process as well as verifying the documents of the patients, adverse results of the various healthcare advice and meeting the various audit & compliances of the process
* Proficiency in handling process operations entailing mapping of business processes and studying requirements, designing, implementing and transitioning, processes as well as solutions in line with the guidelines specified by clients; effective in ensuring business functionality & enhancement of competitive advantage
* Efficient in interacting and negotiating with clients for follow up on unresolved issues, analysing and resolving problems, performing due-diligence, system study & analysis, reporting, so on; effective in ensuring high-quality customer satisfaction while adhering to the work processes
* Excels in managing service delivery operations with skills in ensuring bottom line profitability by optimal utilisation of resources as well as handholding of business partners & other key stakeholders
* Led **end-to-end Project Management** from scoping, estimation, initiation, resource mobilization, structured communication, management, execution to reviews and ensuring project completion within quality, cost & time norms
* **Results-driven Manager** with competencies in leading & motivating team members and enabling knowledge sharing amongst them; **people-friendly, collaborative, patient & approachable** with strong interpersonal & convincing skills

**AREAS OF EXPERTISE**

Strategic Operations Management Business Process Improvement Quality Assurance

End-to-End Project Management Customer Service Excellence (SLAs) Profitability Improvements

Management Reviews / MIS Reports SLAs / Compliances Team Leadership / Trainings

**WORK EXPERIENCE**

**From Sep’19 to Jan'20 : Saarathi Health Care , Mumbai as Operations Manager**

**Processes:** Healthcare Patient Access / Patient Support

**Role: (same as in Health Care at Home)**

**Few of the Processes Handled – Brief Description**

* Sneh Patient support program – program initiated by GSK Pharma
  + Dieticians on field to visit doctor OPD for patient counselling on diet
  + Coordinating with 85 dieticians on field pan india plus 4 project leads in for zones.
  + Daily reporting from the tem w.r.t. opd visits and count of patients they have counselled.
  + Taking daily report and update from project leads.
  + Coordinating with client for any issues or support
* Lynparza PSP – Program initiated by AstraZeneca
  + The program provides 3 boxes of free medicine upon purchase of 1 box by the patient.
  + Checking and auditing the enrolment documents as previously purchase invoice , patient consent form & Rx.photo id proof
  + Following up with distribution centres for the supply of drug to the patient as well as pick up of the emty box from the patient.
  + Weekly and monthly reports to client.
  + Checking the handling time of calls for inhouse team
  + Cross checking that each and every missed calls need to be called back with 2 hrs
  + Handling escalation call from the patient.
  + Coordinating with client for any issues or support
* Get to Goal PSP – program initiated by MSD
  + This is a PSP where we do HBA1C and RBS test in the camps organised by MSD team after consulting the doctor..
  + Following up with technicians on field for on time arrival at the venue with machine for the test.
  + Weekly and monthly reports to client.
  + Coordinating with client for any issues or support

**Aug’15 - Sep’19: Health Care At Home, Mumbai as Operations Manager**

**Processes:** Healthcare Sales / Patient Access / Patient Support

**Role:**

* Monitoring activities of team engaged in patient-care activities along with a team of 200 plus including agents, Project Managers and support staff
* Managing multiple portfolios consisting of inbound and outbound; operating within standard operating procedures (SOPs)
* Interacting with other departments and management to resolve problems and expedite work
* Addressing & resolving complaints and answering questions of customers regarding services and procedures
* Assessing and tracking work of the team members like reports, records, and applications for accuracy and content, and corrects errors; achieving the operational KRAs and client KPIs’ for each portfolio
* Evaluating work of Project Managers and Project Leads; maintaining corporate relation with client
* Increasing of billable head count for each process
* Ensuring:
* Internal co-ordination with all the team for smooth functioning of operations
* Timely resolution of clients request and escalations
* Providing various data / report to client either on weekly, monthly basis or on adhoc basis
* Working towards operational productivity and program profitability
* Managing smooth functioning of processes in line with pre-set guidelines and help business in meeting strategic goals
* Mapping business requirements, identifying improvement areas & implementing measures to implementing measures to maximize operational efficiency, achieve savings and maximize C - SAT levels
* Facilitating MIS Reports & Monthly Reviews with business stakeholders to keep a track of process operations and assist in critical decision-making process
* Developing a framework for continuous improvement initiatives for enhancing performance across all functions; establishing new processes and transforming old ones at business unit level
* Setting out quality standards /systems for various operational areas to facilitate a high-quality working experience, while adhering to the SLAs
* Interacting with clients un-resolved issues, due-diligence, system study & analysis and ensuring customer delight by resolving their issues in shortest possible time
* Assessing customer feedback, evaluating areas of improvements and providing critical feedback to the associates on the same
* Leading & monitoring the performance of team members to ensure efficiency in process operations; facilitating need-based training programs to enhance their operational efficiency

**Few of the Processes Handled – Brief Description**

* Humrahi Patient support program – program initiated by Lupin Phrama
  + Coordinating with diabetic educator on field for issues and non-performance.
  + Daily reporting from the team w.r.t. opd visits and count of patients they have counselled.
  + Checking of necessary documents for enrolment for audit purpose like patient Rx, patient consent form.
  + Monitoring on a weekly basis w.r.t. team performance as per the target set for them for doctor meeting as well as patient counselled.
  + Weekly and monthly reports to client.
  + Checking the handling time of calls for inhouse team
  + Cross checking that each and every missed calls need to be called back with 2 hrs.
  + Coordinating with client for any issues or support
* Xarelto & Visanne PSP – Program initiated by Bayer
  + The program used to provided discounted and free medicine upon purchase of specified number of strips.
  + Checking and auditing the enrolment documents as previously purchase invoice , patient consent form & Rx.
  + Following up with distribution centres for the supply of drug to the patient
  + Weekly and monthly reports to client.
  + Checking the handling time of calls for inhouse team
  + Cross checking that each and every missed calls need to be called back with 2 hrs
  + Handling escalation call from the patient.
  + Coordinating with client for any issues or support
* Sparsh PSP – program initiated by DRL
  + This is a PSP where we issue 1 cycle of medicine free upon patient purchasing 3 cycle of medicine by patient.
  + Checking and auditing the enrolment documents as previously purchase invoice , patient consent form & Rx.
  + Following up with distribution centres for the supply of drug to the patient
  + Weekly and monthly reports to client.
  + Checking the handling time of calls for inhouse team
  + Cross checking that each and every missed calls need to be called back with 2 hrs
  + Handling escalation call from the patient.
  + Coordinating with client for any issues or support
* Right To Happiness PSP – program initiated by Abbott
  + This program is mainly for mentally depressed patients where we used to tele-counsel the patients.
  + Checking and auditing the enrolment documents as previously purchase invoice , patient consent form & Rx.
  + Weekly and monthly reports to client.
  + Checking the handling time of calls for inhouse team
  + Cross checking that each and every missed calls need to be called back with 2 hrs
  + Handling escalation call from the patient.
  + Coordinating with client for any issues or support

**Feb’15 - Jul’15: 1Point1 Solutions (Effort BPO), Mumbai as Operations Manager**

**Role**:

* Managed:
* Team of 300 plus including agents and support staff
* 16 portfolios consisting of Inbound and outbound
* Achieved the operational KRAs and client KPIs’ for each portfolio
* Led weekly, monthly and quarterly business review with client; performed daily review of Asst. Managers and Team Leaders on FTD and MTD data
* Followed up with the client for release of payment; ensured 100% billing for each process
* Increasedbillable head count for each process
* Distributed information to all stakeholders by publishing progress and performance reports
* Maintained requirement traceability matrix.

**Dec’12 - Jan’15: Prithvi Information Solutions Ltd., Kolkata as Manager – Infrastructure (Service delivery & Operations)**

**Role**:

* Attained operational KRAs identified by client; coordinated and maintained corporate relation with client
* Performed billing analysis and forwarded to client for payment
* Led internal coordination with all the team along with the head office for smooth running of the operations
* Addressed customer escalations and resolved within timely manner
* Rendered various data / report to client either on hourly basis or on adhoc basis; introduced cost-effective measures
* Ensured research and reporting to higher management for cost effectiveness
* Evaluated week areas of the agents and getting them rectified; distributed information to all stakeholders by publishing progress and performance reports.
* Updated traceability matrix as required; communicated with various cross functional teams

**Sep’11 - Nov’12: Reliance Tech Services, Mumbai as Manager – Service Delivery (Business Interface Management)**

**Jun’04 - Aug’11: Reliance BPO, Mumbai as Assistant Manager – Service Delivery**

**Growth Path:**

Customer Relation Executive: Jun’04 - Jan’06

Team Leader: Feb’06 - Apr’07

Team Member – IVR Operations: May’07 - Aug’08

Assistant Manager – IVR Operations: Sep’08 - Dec’09

Assistant Manager – Service Delivery: Jan’10 - Aug’11

**Role:**

* Assessed information gathered from multiple sources; reconcilingconflicts; decomposinghigh-level information into details
* Differentiated user requests from the underlying true needs
* Created detailed functional requirement specification document with technical work flow diagrams and prototype screens; part of in feasibility check and study
* Led end-to-end communication management amongst related project stakeholders as well as project related activities
* Adheredto timelines/SLA for the project; maintained the progress of the project
* Assessedthe requirements on an ongoing project through regular reviews and consultation with functional managers.
* Monitored and controlled scope of work, change requests, and quality
* Provided information to all stakeholders by publishing progress and performance reports
* Interfaced and coordinated with various cross functional teams; conducted system training workshop to the end-users
* Designed test plans and scenarios for UAT; performed SAT before sending it for UAT, to check whether requirements are met as per stakeholders/ clients expectations
* Collaborated with:
* Cross functional Teams for requirement analysis and project execution; maintained project performance trackers
* Implementation Team to ensure delivery and implementation of the solution
* Interfaced with the technical team to ensure that the requirements are clear

**As Asst. Manager IVR Operations – Inbound & Outbound:**

* Led planning and designing of inbound IVR Flow; validated flow through respective coordinator and forwardedit to the Tech team for the creation of the flow
* Developed scripts for the RTL IVR Flow
* Evaluatedscriptfrom the respective coordinator of the circle as well as from quality
* Completed recordings in the respective language; validated recordings from the quality as well as forwardedthe recordings to the Tech Team for implementation
* Ensured live flow validation; relay of all outbound campaigns received from DAKC and Circles
* Met SLA for releasing outbound campaign; led subscription and un-subscription of DND
* Shared successful and unsuccessful MDNs with the Initiator
* Assured optimum utilization of IVR resources
* Approved outbound campaign by client services & RCC Portal Team before release
* Worked towardstimelypayment to outbound voice over for recordings are rolled out by 20th of every month

**As Team Leader – Operations**

* Headed a team of 25-30 CSRs’ and managed escalated calls
* Supervised calls of the agents
* Developedreports--- in regards todaily, weekly and monthly performance
* Led smooth attendance and disposal of customer queries and problems
* Guided &supported new recruits
* Ensured daily, monthly and quarterly reporting to senior management

**PREVIOUS EXPERIENCE**

**Mar’03 - May’04: Epicenter Tech Pvt. Ltd., Mumbai as Senior CRA**

**Dec’01 - Feb’03: Standard Chartered Bank, Kolkata as Telemarketing Executive**

**Jul’00 - May’01: Merchandise India, Kolkata as Supervisor**

**Jun’99 - Jun’00: Techna Digital Services Ltd., Kolkata as Software Trainee Engineer**

**Oct’98 - May’99: Merchandise India, KolkataasSupervisor**

**EDUCATION**

**PGDBA in Customer Relationship Management from Symbiosis Centre for Distance Learning, Pune in 2010 with Grade A+**

**Bachelor of Engineering (Electrical & Electronics) from Bangalore University, India in 1998**

**PERSONAL DETAILS**

**Date of Birth:** 21stNovember,1973

**Languages Known:** English, Hindi and Bengali

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