

Kunal Kumar

Master of Commerce (M.Com)

10+ years of overall experience

6+ years of experience in US Healthcare

Operations Client Deliverables, People/Team Management

Flat # 1202, Tower 3, Adore Happy Homes Grand, Sector 85, Faridabad - HR (121002)

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Work Experience

Organization's Name	Designation	Location	Period
WNS Global Services Pvt. Ltd	Assistant Manager – Pre-Auth	Gurugram	Dec. 02, 2019 – Present
R1 RCM Global Pvt. Ltd	Assistant Manager1 – Billing	Gurugram	Feb. 08, 2016 – Nov. 29, 2019
Neelkamal Enterprises Pvt.Ltd	Assistant to Director Marketing	Faridabad	Dec. 12, 2013 – Dec. 19, 2015
Astral Education Academy	Centre Coordinator	Gurugram	June 10, 2012 – Oct. 24, 2013

Profile

❖ WNS Global Services Pvt. Ltd.

- ✓ Leading Pre-Authorization Team
- ✓ Accountable for a team of 40+ team members on their overall performance and meeting the organizational objectives in terms of SLA metrics & deliverables of all four LOBs
- ✓ Working on projections & revenue basis UTP model and presenting it to the finance and senior leadership along with submission of final monthly bill to client
- ✓ Provide coaching and feedback to the team members to enable them for improving performance & to develop an expertise
- ✓ Working on pending & denied cases analysis for reducing the same
- ✓ Preparation of Dashboards/reports and presenting on daily/weekly meeting with the Onshore Leadership and building strong relationship with them
- ✓ Preparing the detailed minutes of meeting within 24 hours of the calls to all the stakeholders
- ✓ Designing Training/cross training plans as per the need of production floor for enhancing the productivity and bringing the inventory in a better shape
- ✓ Working on Process Improvement plans, BQ management & FTEs calculation/reduction
- ✓ Preparation of scorecards for Weekly/Monthly One-O-Ones with the team members in regards to their performance and working for resolving the issues (if any)
- ✓ Analyzing the inventory, working on various manual reports, preparing action plans and submitting it to the leadership
- ✓ Developed and mentored new MTs to build a future leadership pipeline followed by a IDP
- ✓ Utilization, Shrinkage, Attrition/Retention Management

❖ R1 RCM Global Pvt. Ltd.

- ✓ Worked with RCM Billing Team and transitioned a new process
 - Understanding the type of transition – New or Old / Existing
 - Identifying and understanding nature of work and client's requirement
 - Working as per the transition plan / SOW
 - Coordination with the teams such as IT/ Training/ HR/ IDM

- Identification of risk items
- Preparation of daily tracker of transition and submitting it to Senior Leadership
- Daily / Weekly meetings for discussing the progress or challenges
- Ensuring required quality checks on daily basis
- Preparation and approvals on SOPs
- Leading the client call and building the regular connect
- ✓ Worked on Claims in different queues on daily basis
- ✓ Maintaining the SLA and the other metrics
- ✓ Conducting Daily PSB / Team Meeting and One-O-One Sessions
- ✓ Checking daily volume and assigning the same among team members
- ✓ Analyzed the tasks and distributed among team members as per their area of expertise
- ✓ Managing and helping the team in completing the work
- ✓ Preparing Monthly Dashboards, performance tracker and daily reports
- ✓ Analyzed the performance of each team member and discussed with them to perform better
- ✓ Publishing the Shift End Status to On-shore team on daily basis along with SLA prediction
- ✓ Attending daily Touch base call, coordination with Onshore team & other calls as well
- ✓ Leading the Functional Review& updating the Senior Leadership about current performance
- ✓ Client and People Management
- ✓ Coordination with internal departments such as IDM and PMO
- ✓ Checking the account level escalations and responding on the same
- ✓ Preparing weekly deck and sending it to transition team
- ✓ Preparation of the SOPs for new transitions
- ✓ Providing floor support to team members for queries
- ✓ USA Insurance calling for resolving the stuck accounts for a smooth process
- ✓ Process Briefing and Applications' training to the new hired team members
- ✓ Working on Edit Analysis Reports to improving the CCR

❖ **Neelkamal Enterprises Pvt.Ltd.**

- ✓ Reporting to Director – Marketing, preparation of Daily Calendar, taking care of the things in his absence
- ✓ Taking care of CRM i.e. Customer Relationship Management
- ✓ Taking care of all the queries raised by Domestic and International clients
- ✓ Adding new purchase orders in the system and sending the sales confirmation to the clients
- ✓ Follow up with the production department for the pending items
- ✓ Attending Telephonic Conferences with the International Clients or via Skype
- ✓ Follow up with the Clients for the outstanding invoices
- ✓ Preparation of documents for PCFCs for disbursement from Banks
- ✓ **Other Activities:**
 - Complete documentation of Export Shipments
 - Preparing Sales Invoice of Domestic Shipments
 - Adding Journal and Cash entries
 - Managing dispatch and transportation
 - Monitoring other departments for betterment of work

❖ Astral Education Academy

- ✓ Scheduling and management of each class for all 7 days
- ✓ Arrangement of class wise study material
- ✓ Scheduling of Faculty
- ✓ Preparation of Class tests
- ✓ Adding new students to class after counseling in order to have more business
- ✓ Handling team of Tele callers
- ✓ Taking care of the complete Centre

Key Skills and Achievements

- ✓ Prioritizing important tasks and ensuring to get those done first and in a timely properly
- ✓ Able to work in a busy environment easily
- ✓ Always helping the team members to perform in a better way who're struggling
- ✓ Got appreciations from Internal Leaders and Clients for the continuous improvement in process
- ✓ Appreciated by the senior leadership for preparing the clear & self explanatory reports and keeping a track of the available/future inventory in a proper manner
- ✓ Awards: Star of the Quarter, Live the values, Transform the Organization, Excel @ Work by Manager & the General Manager
- ✓ Billing: SLA reduced from 5.31 AR Days to 0.55 AR Days against the target of 1.0 AR Days
- ✓ Pre-Auth: Days Ahead improved to 30 days against the target of 10 days
- ✓ Did the overall improvement in process in terms of stabilization

Education

- ✓ M.Com from Guru Jambheshwar University, Hisar in 2017 – Distance Education
- ✓ B.Com(H) from Delhi University, Delhi in 2015 – Distance Education
- ✓ 10+2 from Kendriya Vidyalaya No. 2, Faridabad in 2012 - Regular
- ✓ 10th from Modern B.P. Public School, Faridabad in 2010 - Regular

Personal Details

Father's Name	: Lt. Mr. Raj Kumar
DOB	: July 17, 1995
Language Known	: English & Hindi (Read, Write & Speak)
Marital status	: Single
Nationality	: Indian
Passport	: Yes
Salary Expected	: As per norms

(Kunal Kumar)