

+91-8879928689

deepu.das3687@gmail.com

109/B W, Chaitanyasheel Co HSG, Om Complex,
Thakurwadi Cross Lane, Dombivli West. 421202

Deepu Das

Professional Profile

Quality Assurance Leader - International Business Process Outsourcing

- Sincere, diligent, self-driven and proactive professional with 11+ years of experience in Process Management, Process Enhancement, Customer Support, Quality and Team Management in Customer Service Industry
- Systematic and organized with quick adaptability to changing trends and processes; possessing exceptional interpersonal & presentation skills, comprehensive problem detection/solving abilities and a high analytical skills
- Experience in deploying various projects in the areas of Managing Customer Experience through Customer sensitivities, automation and Continual Process Improvement
- Experience in Healthcare Domain covering Billing, Payment Posting, Account Receivable / Denials & Collections.
- Experience of handling Voice and non-voice processes.

Skill Pyramid

Quality Management

Enhancing Performance

People Management

RPA for Process Simplification

Staff training and development

Projects

Error Reduction – US Expedia

Automation of script to reduce financial impact/penalties. Reduction of agent error by understanding the common human error, providing inputs and visioning with the automation team to create a automated script to eliminate any manual errors. Reducing agent errors by 30% and saving any penalties resulting in financial loss.

Customer Experience – US Healthcare

Introduction of Customer Outreach Program/initiave. Proactively understanding the Voice Of Customer. Roll out Coaching program to meet the customer's needs proactively to increase Customer Satisfaction. Increasing CSAT by 6%.

DSAT Reduction US Expedia

Analyzing the common reasons for DSATS.
Educating and motivating the agents by visual aids of subtle queues for providing excellent customer service. Reduction of customer DSAT by 4% across the floor.

Work Experience

March 2017 – Till Date with **GeBBS Healthcare Solutions. Airolì**

As Quality Assurance Leader – [Revenue Cycle Management](#)

Highlights

- Joined as a Quality Analyst and got promoted as Quality Assurance Leader in July'19
- Manage quality performance of 5 major process with 34 sub process through team and performance management
- 10 successful projects transitioned. Focusing on SOW and preparing DOU/SOP/Update Trackers & Audit Parameters and getting all these signed off from client.
- Managing a team of 17 QAs and planning QA capacity to ensure process requirements.
- Creating daily Quality Review Mechanism displaying process health.
- Ensure Service Level Agreements are met as agreed upon with the client
- Weekly Business Reviews/MBR/QBR with Ops AVP/Director/Sr Manager/AM/Sr TL/TL regarding performance and any issues across floor.
- Attending daily client calls. Showcasing MBR/WBR decks and discussing process improvement ideas with client.
- Principles and a Comprehensive Training Plan and getting it Signed off by the client.
- Review and Analyze process quality performance reports against targets on Weekly / Monthly basis with Manager/TLs/Lead Coaches to understand the causes for not achieving the SLA's and performance deviations.
- Root Cause Analysis by 5 Y technique and effective POA to eliminate the error.
- Real time critical decision making to meet the daily staffing/hours delivery as per the SLA, which include managing in-office and out of office shrinkage real time
- Quality & Efficiency Analysis done on a quarterly basis
- Develop strategic plans to identify, analyze and effectively respond to Process needs
- Conceiving/implementing short/long-term plans for achievement of process objectives
- Modifying the training programs frequently
- Keeping attrition to the minimum

Achievements

- Best QA in 2017 quarter & Best QAL for 2 quarters 2020 – 2021.
- Successfully completed Sig Sigma – Yellow Belt. Currently pursuing Green Belt.
- Planning and implementing incentive plan to drive performance

April 2016 – Feb 2017 with **Infinx Pvt Ltd**

As AR [SpeciLIST](#)

Highlights

Responsibilities to reduce AR balance and generate more revenue.

- Making outbound calls to resolve Denials, contractual issues on pending and open claims.
- Achieving collection target weekly basis.
- Lead a team of aspiring individuals for a short period of time to deliver error free products,
- Quality & Efficiency Analysis done on a quarterly basis

October 2013 – March 2016 with

Inventurus Knowledge Solution. Airolì

Sr AR Associate

Highlights

- Sr Associate for 8 month and then worked as NDQA due to process requirement.
- Auditing Calls, conducting sessions to agents for any challenges.
- Work allocation, daily report and team briefing.
- Giving regular feedbacks and tracking the team performance, behavior skills
- Reporting team progress on monthly basis

Achievements

- Ensure successful transition of the account as per the SOW
- Handling process transitions and identifying need based training
- Ensuring training is completed and go live date is as per the agreement

July 2011 – Oct 2013 with **Wipro. Airolì**

Sr Associate – CSR

Highlights

- Attend calls of doctors resolving their queries regarding patient Insurance Benefits.
- Resolve claims related queries and explaining EOB.
- Worked as Floor Support for 10 months
- Create daily reports.

Education & Credentials

- Diploma in Civil Engg
- Higher Secondary from Mumbai University
- Secondary from Maharashtra Board

Professional Training

- Six Sigma Yellow Belt
- Boosting Performance and Time Management.
- Perusing Six Sigma Green Belt

Personal Details

DOB : 3rd June 1987

Linguistic abilities: English, Hindi,
Marathi & Malayalam

Marital Status: Married

Nationality : Indian

I hereby declare that the aforementioned facts are true to the best of my knowledge and belief.

Date: Jan'22

Place: Mumbai

(Deepu Das)