#### SUMIT ARORA

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## OBJECTIVE

*Currently looking for a new and challenging position, one which will make best use of existing skills and experience while enabling further personal and professional development.*

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## CAREER SUMMARY

**June 2019 – till date Working as a Team Leader, Pacific an accessheathcare Ltd.**

Responsible for overseeing day to day operations of team, distributing the work amongst staff and make sure performance levels are maintained.

* Handles a group of 16 team members.
* Oversee day-to-day operation & tasks.
* Monitor team performance.
* Assigning tasks and set deadlines for your internal team to achieve the goals of an organization.
* Motivate team members on day to day.
* Discover cross training to team members as and when required.
* Listen to team members’ feedback and resolve any issues or conflicts.
* Recognize performance and reward accomplishments.
* Communication with client on calls as and when required for any kind of clarification for the process.
* Socialize with the team (get together with the team).

**MARCH 2011–June 2019 QUALITY ANALYST, *Pacific BPO Pvt. Ltd.***

* Responsible for auditing the number of accounts/transactions done on daily basis by agents.
* Finds the minus point and share the feedback in order to maintain minimum quality standards throughout the process with agents whenever necessary, so that they do not repeat the same mistake next time.
* Record feedback and to let agents know about his/hers areas of improvements by taking meeting on weekly or monthly basis and also shares Quality scores of an agents.
* Auditing of Charges/Payments/Denials Logs.

**JANUARY 2010–FEB 2011 Sr. BILLING EXECUTIVE (Medical Billing), *Pacific BPO Pvt. Ltd.***

* Posting of charges and payments and denials.
* Handling and Co-coordinating the team and maintaining Production Matrix on daily, weekly and Monthly basis of the team members.

**Key Achievements**

* Receiving an award for certificate of appreciation and certificate of Month Award.

**JULY 2007–DEC 2009 BILLING EXECUTIVE (Medical Billing), *Globerian India Pvt. Ltd., DELHI***

* Posting of charges and payments and denials.
* Handling of Reports on behalf of Team Leader absence.

**Key Achievements**

* Receiving an award for certificate of appreciation and certificate of Month Award.

**DEC 2005–JUNE 2007 BILLING EXECUTIVE (Medical Billing), *Porteck India Pvt. Ltd., NOIDA***

* Posting of payments and denials.

**October 2004–November 2005 DATA PROCESSOR ENGINEER, *Omni globe International Pvt. Ltd, Gurgaon.***

* Activation of Mobile Phones of US customers (**AT&T Wireless phones**, **Cingular (Orange) Process**).

**AUGUST 2000–September 2004 DATA PROCESSOR & COORDINATOR, *Innodata India Pvt. Ltd., NOIDA***

* + Formatting, Scan-checking, Final-checking, Compiling and then transmission of web-pages.
  + Leading and coordinating the team as per the client specifications.

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## EDUCATION AND QUALIFICATIONS

**‘O’ Level:** DOEACC.

**Graduation:** B.COM. (EIILM UNIVERSITY, SIKKIM).

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## FURTHER SKILLS

**IT Proficiency** Word, Excel, Internet and Email

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## PERSONAL DETAILS

DOB : 2nd Dec. 1981.

Sex : Male.

Marital Status : Married

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## INTERESTS AND ACTIVITIES

**Include** Photography

DATE: **(SUMIT ARORA)**