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| **Kamal Kapoor** | | | | | | |
| **MCA; BCA**  +91 8700027695; [kamal.kapoor133@yahoo.com](mailto:kamal.kapoor133@yahoo.com)  DOB: 01-Jan-1992 | | | | | | |
| **ACADEMIC PROFILE** | | | | | | |
| **Degree** | **Institute** | | **Board** | | **Year** | **Results** |
| MCA | DAV IM, Faridabad | | MD UNIVERSITY(Rohtak) | | 2017 | 64.17 |
| BCA | DAV Centenary College, Faridabad | | MD UNIVERSITY(Rohtak) | | 2013 | 64.3 |
| 12th | Vidya Niketan. Faridabad | | CBSE, DELHI | | 2010 | 51.8 |
| 10th | Vidya Niketan, Faridabad | | CBSE, DELHI | | 2008 | 47 |
| **PROFESSIONAL EXPERIENCE (72 Months)** | | | | | | |
| **Organization** | | OPTUM GLOBALSOLUTIONS(UHG) | **Duration** | March 2016 - Present | | |
| **Designation** | | Sr. Associate Operations | **Key Role** | Operations, Strategy, Process Improvement | | |
| **Organization info** | | **Optum, Inc.** is an American [pharmacy benefit manager](https://en.wikipedia.org/wiki/Pharmacy_benefit_manager) and [health care provider](https://en.wikipedia.org/wiki/Health_care_provider). It is a [subsidiary](https://en.wikipedia.org/wiki/Subsidiary) of [**UnitedHealth Group**](https://en.wikipedia.org/wiki/UnitedHealth_Group) since 2011. UHG formed Optum by merging its existing pharmacy and care delivery services into the single Optum brand, comprising three main businesses: OptumHealth, OptumInsight and OptumRx | | | | |
| **Responsibilities & Achievements** | | * Provides expertise on general claims support (Review, Research, Investigate, Process, and adjust claims). * Working experience on facets application versions (4.71 and 5.40)) * Working in Dental process and achieved with 100% quality and productivity performance. * Mentor’s new hires in the team on all work types. * Manages all kind of queries for the process and shares new updates within the team. * Analyze and identify claims and provide reports as necessary and required. * Audits new hires processed claims and increase their learning capability * Prepared daily defects reports. * Improved and drafted standard operating procedure (SOP) for healthcare insurance domain. * Transformed the entire process of life cycle for the insurance process transformation. * Direct reporting to higher management for creating and transforming the process from ground zero to full implementation and getting live. | | | | |
| **ACHIEVEMENTS** | | | | | | |
|  | | * Volunteer at Global level for U – CARE with Optum Global Solution * Volunteer at Social service center for Optum Global Solution * Active member with Red cross foundation under multiple blood donation drives. | | |  |  |
| **Positions of Responsibility** | |  |
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