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| **VIKAS SHUKLA**  **E-Mail:** vshukla56@gmail.com| **Phone:** +91- 9999711804  Service Delivery Management | Process Excellence | Operations Management  **A Take-Charge Leader who foresees, understands, appreciates and interprets challenges, translating vision into winning strategies** | |
| **Profile Summary**  **Key Impact Areas**  ***~ Service Delivery Management***  ***~ Operations Management***  ***~ Continuous Process Improvement***  ***~ Quality Standard & Practice***  ***~ Team Building & Structuring***  ***~ SOPs & SLAs Management***  ***~ Stakeholder Management***  ***~ Project Management***    ***~ Escalation Management***   * **Implemented Metrics managed** Operational procedures. Developed Client, Process and People Metrics. * **Involved in framing incentive** plans and rolling contests for AR Reduction. * **Resolved High $ AR backlog** by identifying major issues pending in various aging buckets. * **Managed multiple clients** for hospitals for Denial Management, AR Follow up. Involved in recruiting high performance employees to join team, coordinated with various dept to ensure smooth operations. Involved in Transition of Hospital Business AR Follow up * **Preparing process flow** to start from scratch for service delivery * **Taking regular skip level meeting** with colleagues to ensure better connect with all levels which helped to control attritions and achieve team satisfaction * **Analyzing ATB/Open AR** to plan required FTE's as well as strategies to achieve client expectations. * **Six Sigma Green Belt certified professional offering 10 years of notable success in steering process & operations improvement initiatives** by re-engineering existing process related to Quality, Delivery & KPI which resulted in operational excellence; **facilitated audits & process reviews** for ensuring strict adherence to the process parameters/systems as per defined guidelines for business excellence * Proficient in managing various activities like setting up of targets, **SOP & SLA management, quality assurance**, business analysis, MIS reporting and so on * Showcased excellence in **fostering client relationship management operations** & enhancing customer experience; addressed client priorities and resolving escalations within prescribed TAT, thereby attaining high CSAT * Skilled in **Workforce Management** including forecasting of monthly, weekly & daily volume, workload through data analysis, Sharing FTE calculation with stakeholders and accordingly checking the resource requirement and tracking team performance and making ad hoc changes to schedfuling as needed * **Proficient with QC Tools** such as RCA/FMEA/5S also implementing kaizen for the improment and following DMAIC approach. * **Monitored process performance** and managed productivity on an ongoing basis and suggested various measures for process improvement   **Employment Details**  **Nov'21-Present Pacific an access health care as Manager**  **Key Result Areas:**   * Reduction of 90+ AR Days and Overall AR days. * Preparing Monthly process performance review for the Client. * Doing RCA on quality feedbacks and preparing the POA to eliminate the process gap. * Working on Process strength and maintaining resource balance for each process. * Leading client calls and delivering the process report and taking care of client expectation. * Doing inventory analysis and sharing trends with stakeholders. * Successfully maintain the annual attrition levels of the process below 18% * Identifying opportunities/issues, defining and managing continuous improvement projects using the Lean Sigma/DMAIC framework. * Preaparing and taking care accounts mannuals for new business and sharing the required stakeholders. * Forecasting the volumes for the coming months in coordination with the WFM and Onshore partners. * Sharing the Weekly/MTD reports with stakeholders. * Progressing the NCR, GCR, along with other major KPI’s. * Conducting employee training for new hires, refresher trainings for supervisors and policy & procedure training on an on-going basis to ensure proficiency and consistency within the organization * Responsible for daily communications and formal project reviews with both the project sponsor and project tollgate review team. * Cordinating with HR fulfill the process FTE requirement. * Daily meet with DLs to get the process update and do PDCA.   **Jan'20-Nov’21 eMDs as Deputy Manager**   * Responsible for Lean/Six Sigma projects that eliminate re-work, provide cost savings, increase revenues and increase client/customer satisfaction. * Preparing Standard Operating Procedures (SOP) manual by meticulously mapping each & every process and periodically updating the same. * Map processes to identify non-core activities and suggest alternatives and thus help remove waste. * Facilitate / lead brainstorming sessions in a structured problem solving approach to identify improvement areas, support in measuring improvements and quantification of savings. * Managing one OPS projects for statement and ensuring meeting Client SLA. * Attending the daily/weekly client call, important operations meetings and other session which is conducted by Quality team * Ensuring that the team achieves assigned 'audit numbers' weekly & monthly as per process & client requirement. * Conduct RCA,FMEA,MSA,VA/NVA and other relevant analysis for all process to create data driven improvement plans and risk controls. * Preaparing QMD for new business and sharing the required stakeholders. * Conducting employee training for new hires, refresher trainings for supervisors and policy & procedure training on an on-going basis to ensure proficiency and consistency within the organization * Preparing & sharing Auditor deployment plan with respective stakeholders * Leading and tracking team productivity and quality and contributing towards minimizing attrition and absenteeism. * Leading and implementing kaizen projects and ensuring other lean tools such as 5S,Poka yoke are also utilized. * Addressing concerns raised by individual auditors and help in resolution * Ensuring provision of audit coverage % and analyzed the audit resource availability for planning the audit coverage and escalate any shortfalls to Manager * Preparing and maintaining Quality tracker * Attending client calls based on availability or invite and schedule or on required basis * Conducting monthly meeting with the OPS by the auditor to share the error feedback * Supporting training team on questions for AMT, as and when required * Proposing corrective/improvement solutions based on facts and data, implementing and monitoring improvement projects in the processaccording to the work requirement * Maintaining client aging report, sort the unpaid invoices of a business with the number of days outstanding * Providing logs of issues to the client and sharing the POA * Collaborating with Ops and Training to observe current performance trends and devise strategies to improve performance * Understanding client needs on the Quality and process changes and ensure that the team is aware of the same * Recommend initiatives to improve transaction Quality through new quality tools and Motivational approach * Preparing and presenting reports to senior management including: * Dip check compliance - Weekly basis * Calibration compliance - Weekly basis * Weekly and Monthly reports - Weekly and Monthly basis * Identifying opportunities/issues, defining and managing continuous improvement projects using the Lean Sigma/DMAIC framework. * Reduction of 90+ AR Days and Overall AR days. * Sending Statement to the patient to ensure we are getting more collection and maintaining TAT. * Responsible for execute all operation activities including Hiring. * Forecasting the volumes for the coming months in coordination with the WFM and Onshore partners. * Optimization of resources in accordance to the forecasted volumes. * Successfully maintain the annual attrition levels of the process below 15% * Plan and deliver tasks and oversee Inflow within the agreed timescales for RCM Functions with defined FTE basis decided calculation. * Preparing collection targets, tracking, driving it to meet the expectation.   **Projects Undertaken:**   * Implemented Kaizen and lean ideas to save 505 hours of operation’s time annually * Worked on quality improvement project for the quality improvement & achieved quality scores from 86.00% to 96.00% * Contributed in various TMS and base lining projects   **Highlights:**   * Felicitated with: * Start Performer Award * Award for consistently exceeding defined production & quality   **Previous Details**  **Aug'11-Dec'20 nThrive Global Solutions Pvt. Ltd as Assistant Manager**     * Managed entire gamut of day-to-day activities such as: * Ensured providing minimum of 5% coverage for all the projects * Supervised that auditor’s deployment plan is shared with respective stakeholders. * Drive continuous KPI improvement programs across LOB's * Highlight the quality issues to operation team & work to fix the issue along with ops team * Involve & deciding on manpower planning * Coordinate with L & D team and conducting training calendar and bridge the training gap * Support in preparing QMD * Contribute towards minimizing attrition & absenteeism * Attend client calls based on availability or invite and schedule or on required basis * Accurately capture SLA/SLO metrics, the reporting needs of each of the client and set up / customize processes to seamlessly meet client's expectation.   **Highlight:**   * Conferred with nThrive Guiding Star Award   **Jun'10-Aug'11 Visnova solution Pvt. Ltd. as AR Analyst**   * Reviewed accounting and doing follow up concern department. * Reached out to insurance to resolve overdue payments or outstanding balances via phone * Tracked all payments made to the insurance and called insurance to get the claim status * Notified managers and supervisors if payments are missed or an error occurs   **Certification**   * Six Sigma green Belt from ISI (Indian Statistical Institue). * Lean six sigma Black belt from Henry Harvin   **Education**   * Graduation in Commerce from DDU University, Gorakhpur * Intermediate from C.B.S.E. * High school from C.B.S.E   **Personal Details**  **Date of Birth:** 04.08.1990  **Languages Known**: English, Hindi, Bhojpuri  **Address:** H.No-312, Rajeev Vihar, Khora colony, Ghaziabad, 201001 |  |