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| **Upendra Singh Panwar**  Phone Number:91-8882570768  Email address: kunwarupendra8@gmail.com |

Profile Summary

* Having 7.5 years of experience as Sr. Analyst cum Quality Analyst for different processes of international organizations to audit different activities of the users for Account Receivable (AR) follow up.
* Expertise in process analysis and quick observations from audit perspective
* Good in understanding the business objective of the relevant tools and applications
* Good knowledge of MS word, MS excel and power point
* Understanding of SDLC
* Capable to perform different activities of a Business Analyst such as requirement analysis, understanding and documentation
* Always believe to bring values to customers and the organization. Exercise business acumen and acquiredexpertise for the benefit of the organization.
* Motivated team member and independent worker with an aptitude for quickly learning new task punctual, down to earth approach, obedient, ready to take responsibility good interpersonal communication skill.

**Professional Experience**

1. **R1 as Quality Analyst (July 2021- Till Date)**

* Handling a Quality of 25FTEs to ensure all parameters are met for operations.
* Auditing the calls & accounts for the user & gave necessary feedback.
* Provided process training to new hires & BQM's.
* Mentoring, Hurdles, Floor Support & Motivate users to achieve targets with 100% Quality.
* Prepare Quality report, BQM report & other reports related to Quality.
* Creating SOP's related to the process to ensure team will not face any challenges.
* Finding the process related issues and get them fix to run the process in easy way.
* Working on client projects & offshore projects.
  1. **R1 as Sr. Analyst (Sep 2017- June 2021)**
* Working on denials, rejection & request for additional information.
* Checking insurance websites and (phone verification) and claim corrections.
* Get trained to new trainee for medical billing denial and get unpaid into paid from insurance.
* Denial handling and A.R follow up by calling Payers.
  1. **Key Responsibilities:**
* Mentoring and assisting new hires till they are productive on the floor in the shortest possible time frame.
* Data reporting – proficient with MS tools like MS-excel, MS-word: Maintaining various daily trackers for reporting
* Quality Audit and Error Analysis of new hires
  1. **Achievements: -**
* Got RNR (R1 Venus) award for May 2019
* Clear the IJP of Quality Analyst in July 2021

1. Concentrix Daksh Services India Pvt. Ltd. (Aug 2016 to May 2017)

* Worked as a Sr. Practitioner in US(Telecom) chat process.
* Providing floor support to new team members.
* Providing weekly base training session to new team members.

1. **FIS Global Business Solutions Pvt Ltd. (Oct 2015 to July 2016):**

* Worked as a Team Member in UK(Telecom) chat process.
* Create process related SOP for team members.
* Audit the chat of new team member and provide the feedback to improve.

1. **SERCO BPO Pvt. Ltd. (May 2014 to Oct 2015):**

* Worked as a Data Analyst for the Google process.
* Taking care of Google backend process for online shopping site.

**Academics**

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| **EXAM / DEGREE** | **YEAR** | **NAME OF INSTITUTE** | **UNIVERSITY / BOARD** | **PERCENTAGE** |
| **B.Tech (IT)** | 2011 | AIET, Alwar | RTU,Kota | **61.47%** |
| **12th Board** | 2007 | Delhi Academy Sr. Sec. School, Alwar | RBSE | **63.54%** |
| **10th Board** | 2005 | Sandeepan Sr. Sec. School, Alwar | RBSE | **77.33%** |

**Strength**

* Quick Learner.
* Passionate and diligent individual.
* Quick Learn and self-motivated

**Personal Profile**

* Date of Birth: 08-10-1991
* Nationality: Indian
* Permanent Address: Panwar Sadan, LadiyaMohalla, Near Sagar, Alwar(Raj.)

**DECLARATION:-**I hereby declare that information furnished above is correct to the best of myknowledge and brief.

DATE: 10th April 2022

PLACE: Alwar (Raj.) Upendra Singh Panwar