

**PROFESSIONAL SUMMARY**

9+ years of project management, quality assurance, quality auditor, business analysis for clients across NA, ASIA, & India.

- **Education:** BCA, Maharshi Dayanand University
- **Functional Experience:** Data Quality, Quality Assurance, Quality Auditor, Process Optimization, Business Analysis, Decision Management, Project Management, Client Servicing
- **Industry Experience:** Healthcare, Insurance, Banking
- **Certifications:** Project Management Certificate Program, NMIMS University

WORK EXPERIENCE**Key Responsibilities***Quality Auditor*

- Provide support for all facets of the internal audit quality system program, including audit preparation, execution, feedback, and necessary re-audits.
- Designs and driving the quality of the teams work to constantly improve the solutions and enhance customer experiences.

Business Analysis

- Own product lifecycle, from discovery to implementation through journey mapping & target operating model envisioning
- Breakdown complex problems into actionable use cases, user stories, functional requirements, and process modelling

Project Management

- Work with cross-functional team, partaking in Agile ceremonies viz. Sprint Reviews, Scrum of Scrums
- Identifying process gaps in solution implementation and suggest the alternatives.
- Collaborate with cross-functional teams and business stakeholders, to define and enforce project policies and procedures for business capabilities.
- Conduct primary research through client interviews and workshops, collating information gathered from the client data.

Key Engagements**R1RCM | Quality Auditor**

Feb 2024 – Present

- Evaluate processes and procedures to identify areas for improvement and share actionable process suggestions to enhance efficiency and effectiveness.
- Collaborate with cross-functional teams to implement process improvements and monitor their effectiveness over time.
- Conduct regular data audits, assessments to identify data quality issues, data usage patterns & opportunities for improvement.
- Ensures Quality Control of documents and records are maintained in accordance with the approved quality procedures.
- Trained and mentored staff on quality standards and best practices, fostering a culture of quality and compliance that resulted in a 10% decrease in audit findings quarterly.
- Executed detailed internal and external audits to ensure compliance, identifying and resolving discrepancies that enhanced overall quality assurance processes.

R1RCM | SENIOR ANALYST (AGILE PROJECT COORDINATOR)

July 2018 – Jan 2024

- Direct project management initiatives from conceptualization through development, implementation, and management.
- Facilitated workshops and training sessions for team members and stakeholders, enhancing project management capabilities and fostering a culture of continuous improvement.
- Collaborated with senior leadership to define project scopes, translating business requirements into actionable project plans, ensuring alignment with organizational strategy.
- Led cross-functional teams on multiple high-impact projects, ensuring on-time delivery and adherence to budget, resulting in a 20% increase in overall project efficiency.
- Build strong, lasting relationships and strategic partnerships through exceptional client service, serve as primary point of contact for client communications.

CONCENTRIX DAKSH | SENIOR PRACTITIONER (PROJECT COORDINATION)

July 2015 – Apr 2017

- Conducted thorough quality audits on data processing, ensuring accuracy, consistency, and compliance with client-specific guidelines, resulting in a 98% client satisfaction rate.
- collaborated with process teams to identify root causes of quality issues, driving continuous improvement initiatives that enhanced overall service delivery.
- Develop spreadsheets, diagrams, and process maps to for Project-related documentation.

CONVERGYS INDIA | SENIOR CCO

August 2014 – July 2015

- Managing End to end delivery for the client- brief, creative insight, design implementation & quality check.
- Identify better ways to deliver anticipated customer needs or to deliver existing services that target customers value.
- Maintain regular communication with clients through weekly/ monthly reviews.

ECHELON INSTITUTE OF TECHNOLOGY | SENIOR EXECUTIVE

April 2012 – August 2014

- Providing value added analysis and presentations to address client's business issues.
- Act as the primary point of contact for the university internal clients, managing day-to-day communication.

KEY ACHIEVEMENTS

- **R1RCM | 'Star Performer'** recognition at Town Hall | **'Above & Beyond'** Award | **'Priority Talent'** Distinction