

Bhaskar Thakur

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Location: Kolkata-700039

Professional Summary

- Experience in Provider and Payer Operations since 2017.
- Comprehensive knowledge of US Healthcare Payer process.
- Managed projects to help increase efficiency and Accuracy of claims processing.
- Experience in identifying and implementing continuous improvement frameworks and process including RPA implementation.
- Experience of coaching people to deliver consistent performance.

Skills

- Staff Management
- Decision Making
- Team Building and Leadership
- Stakeholder Management
- Business Development
- Capacity Planning
- Analytics- Microsoft Power BI

Work History

Wipro Ltd - Team Leader

Kolkata, INDIA

04/2021 – Current

- KRA includes attaining CPM for each of the members individually. CPM includes Productivity, Conformance and Adherence to Schedule and quality metrics, Shrinkage, Attrition, Compliance Audit and Bottom

Quartile Management.

- Preparing of Bi-weekly Performance deck for the team and presenting the same to client.
- Preparing and presenting weekly performance dashboard for review with senior leadership.
- Analyzing monthly performance and productivity reports for the team to gauge the efficiency level and identifying improvement areas.
- Managing individual & team performance, conducting monthly One-Ones & performance appraisals.
- Identifying areas of improvements for the individuals & facilitating training needs accordingly.
- Responsibilities also include creating & maintaining healthy & competitive work environments within the team.
- Implement internal rewards system - monthly rewards/spot recognition etc.
- Regularly interacting with the Customers to meet their expectations, discuss various issues & ensure smooth functioning.
- Address and resolve Client/Customer escalation e-mails/calls.
- Team handling and timely resolution of concerns raised by team members.
- Weekly performance review of agents and identifying Outliers and designing appropriate outlier action plan.
- Identify areas of overall improvement at agent/team level.
- Random Audits for Compliance check.

Wipro Ltd – SME (Subject Matter Expert)

Kolkata, INDIA

06/2019 – 03/2021

- Baseline Certification Audits for New Hires.
- Update sharing and auditing. Providing real time support.
- Coaching & developing a team with 30 - 35 members to continuously improve their performance and mentoring new team members to achieve respective learning curves successfully.
- Part of the Review committee to validate all the errors charged by Client Stakeholders due to incorrect handling of a customer issue.
- Weekly calibration with Client Quality Analyst/SME and disseminating the updates to the employees.
- Contribute in terms of process improvement ideas leading up to cost saves or improved efficiency.

Wipro Ltd – Senior Associate

Kolkata, INDIA
06/2017– 05/2019

Accomplishments

- Successfully completed a Six Sigma project on “**CRT efficiency**” as a Team member with an annualized benefit of \$21M.
- Won “Trailblazer Award” twice for outstanding delivery in WIPRO.
- Received BRAVO recognition from client twice during the current financial year for outstanding delivery and management of work.

A.K.ASSOCIATES – Accounts Executive

Jamshedpur, India
06/2013 - 06/2016

Education

College: Alliance Business Academy
University: Bangalore University
Bachelors in Business Management
Stream: Finance

I hereby declare that the information provided by me is authentic and true to the best of my knowledge.

BHASKAR THAKUR

