**SATHISH KUMAR DHEENADAYALAN**

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**CAREER OBJECTIVE:** Seeking challenging assignments ina dynamic and globally focused organization that will strategically utilize my existing skill sets while providing opportunities to learn and improve.

Process driven Professional with diverse experience of **15+ years** in **Operations support** and **Project management**. Currently working with **RR Donnelley** as **Associate Operation Accounts Manager.**

### BASKET OF KEY COMPETENCIES

Project Management • Liaison with Business Users and Vendors • Delivery Management • Resource Optimization • Reporting &

Documentation • Metrics Management • Training & Development • Cross-functional Coordination



**PROFESSIONAL EXPERIENCE**

**RR DONNELLEY since Mar 2003** *Associate Operation Accounts Manager*

*Claims Analyst - Mar 2003 to Dec 2003*

*Project Coordinator - Jan 2004 to Dec 2005*

*Lead Project Coordinator - Jan 2006 to Aug 2007*

*Associate Team Manager - Sep 2007 to Dec 2009*

*Team Manager - Jan 2010 to Dec 2013*

*Associate Operations Accounts Manager - Jan 2014 to till date*

***Insurance - CAT Modeling domain*** *(Jan 2017 to till date)*

* Managing the North America Catastrophe Offshore operations for Property and Casualty insurance line including Major accounts, Retail Inland Marine, Commercial insurance, Canada Property and Reinsurance clients.
* Managing the Life Insurance project for a period of 6 months.
* Drive Automation initiatives and closely work with Business Process Improvement team to identify new initiatives and improve existing processes. Support the team in resolving BOT challenges in unit level.

Manage daily queues in account modeling, booking, submissions and reviews.

* Ensure monthly/quarterly portfolio reports and premium reconciliations are completed at a unit level in a timely manner.
* Conducting weekly/monthly calls to understand client needs. Work closely with Onshore analysts to improve process efficiency.
* Work closely with the Business Unit Head and with the NA Underwriters to ensure daily accounts are handled with utmost satisfaction and quality.
* Actively involved in the hiring process. Scrutinize candidates as per team's requirement and back-fill resources as and when required. Identify talents within team and formulate plan to groom them as active backups for existing key roles.
* Responsible for timely reporting of monthly dashboards, risk trackers, CAT governance presentations and SLA reports.
* Driving team's TAT and showcase improvement as result of BOT implementation during test phase and live phase.
* Conducting Appraisals and One-one's with the team on a regular basis to understand the team culture and requirements.

***Banking Insurance - Remediation Process*** *(Sep 2015 - Dec 2016)*

* Handled multiple projects in remediation process for one of UK's leading bank.
* Hired 200+ FTEs in 1 month and scaled up to 400+ FTEs within 2 months using various hiring techniques and involving HR, Ops and Trainers.
* Assisted in formulating training plan involving Onshore Bank professionals for all the 200+ FTEs.
* Liaison with Bank's DFS Offshore group and collaboratively managed the remediation process with Offshore support.
* Overdraft, Mortgage, PLFB, Resolve, SP loan and Advance loan are some of the key processes that was managed as part of remediation project.
* Responsible for staff reporting, daily dashboard, overall quality and queue clearance as per Bank norms.
* Defining process guidelines and measurement metrics for different processes; ensuring all set Service Level Agreements (SLAs) are met without escalations.
* Identifying areas for improvement in existing process and monitor efficiency on the basis of operational optimization.
* Coordinating with the fun committee to organize monthly events for the team and reward best performers as part of the R&R plan.

***Litigation Support services*** *(Oct 2004 - Aug 2015)*

* Managed Securities, Consumer, Antitrust and Mass tort projects with team size of over **300+ agents** formulating & identifying growth path for employees, building team work mechanism and driving corporate policy awareness.
* Managed 7 out of the top 10 securities litigation projects involving more than **$6 billion settlements** overall.
* Ensuring all service deliverables are met consistently and improved and responsible for Profit & Loss of the team.
* Focusing on identifying talents requiring process & application training or resources which need additional improvement in soft skills. Scoping the requirements and providing solutions to Customer requirements.

***Healthcare services*** *(Mar 2003 – Sep 2004)*

* Extensive training in medical billing and accounts receivable processes; worked for a medical billing client with US providers.
* Trained in charge entry, demographics, coding of medical terms in client authenticated software
* Handled client calls and managed daily payments posting
* Received special recognition award from OfficeTiger client for best performance
* Ensured daily KRAs are consistently met and trained new resources for new projects

**HIGHLIGHTS**

* **Onsite** experience of working in **Melville, New York** for 1 year in Class action settlements as Quality Assurance executive and knowledge transfer to Offshore team - 2005
* Received **Best Performer** Leadership award for managing multiple clients and effective cross utilization of resources within teams in Legal Claims processing division - 2008
* Successfully completed HeadStart - Extensive Leadership Management program - 2012
* Successfully managed one of UK's biggest banking process with 150+ resources - 2016
* Currently managing one of major insurance client with 30+ resources including group of Team Managers, SMEs and Analysts in Chennai and 4 FTEs in Manila - 2018

**Employment History**

**VISION HEALTH SOURCE INDIA PRIVATE LIMITED Mar 2002 – Feb 2003**

*Finance Transaction Executive*

* **Health Care Process** - Payment posting in client authenticated software for leading US health care providers.
* Handled rejections and denials for leading health insurance companies including Blue Cross Blue Shield, Medicare/Medicaid, Third Party settlements, and Workers Compensation plans.
* Claimant verification and Charge entry in client software involving coding.
* Quality checking of transactions processed; Ensured client SLA is met on a daily basis.
* Provided feedback to production team based on error analysis; Assisted Team Lead in Quality metrics calculation.

**MINDTEK SYSTEMS Dec 2000 – Feb 2002**

*Supervisor*

* Handling Desktop Publishing projects and educational Project works for schools and colleges.
* Training students in MS Office and HTML; Installing Windows OS and troubleshooting; managing revenue and billing.



**ACADEMIC**

**Masters in Information Technology,** Alagappa University, **2007**

**Bachelor of Science in Physics,** Madras Christian College, **2000**

**Computer Skills -** Knowledge of Automation Anywhere (AA), SAP (PS), SQL, Oracle 9i, MS Office

**Projects/Training**

- Completed Transition Management Program from MSME, Govt. of India

- Completed Lean Six Sigma and Project Management training

- Worked on Attrition Control Plan of the division

**Date of Birth:** 6 February, 1980

**Hobbies:** Football, Badminton and Cricket