

TAHER ALI MOHD

E-Mail: mohd.taher22@gmail.com

Mobile: +91-880-155-8075

CAREER OBJECTIVE:

To be an associated with progressive and corporate sector which gives scope for Upgrading efficiency and skills in the latest trends and be a part of the team and Work dynamically towards the growth of the organization and gain satisfaction thereof.

WORK EXPERIENCE:

Organization: Cognizant Technology Solutions India Pvt. Ltd. Hyderabad

Designation: Process Specialist/Quality Analyst – Operation

Period: July 2014 to May 2020.

Process: Customer Support Department (Claims/Premium Audit/Transaction Quality)

Job Responsibilities:

- Act as an interface between the management and the associates.
- Responsible for work allocation and to maintain compliance.
- Conduct team meetings, brain storming sessions to understand process gaps & risks, arrive at process improvement recommendations & systematic implementation.
- Conduct audits, present findings and provide effective feedback for improvement.
- Preparing AHT, Reconciliation and Volume status reports on daily basis.
- Performing quality Audits for the team members on a daily basis
- Ensure all the team members are aware and adhere to compliance & policies
- Daily interaction with onshore staff & trainers to communicate compliance requirements and to monitor daily productivity
- Conduct audits, present findings and provide effective feedback for improvement
- Responsible for work allocation and to maintain compliance
- Allocating work to the team on a daily basis.
- Streamlining and designing the quality parameters as per business requirement
- Preparing and mailing across Agenda for the Bi-weekly Process Call.
- Prepared process documentation as per requirement.
- Training and Coaching New Hires and as well as conducting Process Knowledge Test.
- Ensure that the team reaches the quality and production benchmarks on a consistent basis.
- Publishing Quality Scores and Error analysis and SLA / metrics to the Management.
- Quality improvement program for the associates.
- Quality Business Review, which includes Quality comparison and error analysis using Quality tools.
- Conducted refresher trainings for the bottom performers.
- Provide regular performance feedback and giving frequent formal and informal coaching sessions.
- Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
- Monitors/Screening duties of operations personnel to ensure efficient and safe operation of premium audit process.
- Allocating the Work to the team on a daily basis.
- Facilitated the team members and the new members on board about the product information and process.
- Handled New Transitions.

Designation: Quality Analyst

Period: March 2012 to June 2014

Process: Insurance Claims

Job Responsibilities:

- Responsible for assessing the components assigned to the team and ensure that the team is aligned with the business goals
- Expertise in identifying opportunities in the team and executing operational excellence and process improvements/Best practices
- Responsible for preparing detail Root cause analysis and provide One to one feedback
- Skilled in training new hires & Conduct refreshers & PKT's based on error trends
- Publish Insights and Opportunity of Improvements with Operations to identify Bottom Quartile Performers
- Monitor closely on BQ performers by conducting Spot checks & Side by sides to understand the knowledge gap
- Be in compliance with the Service Level Agreements (SLA) set by the Business Unit.
- Cascading process updates to the team on daily basis.
- Documenting and mailing the Minutes of Meeting to the Business Unit along with internal team external team.
- Skilled in preparing Quality performance PowerPoint presentations for Weekly & Monthly business review
- Performed quality check for the team on regular basis, by providing feedback to the team members on the quality parameters.
- Updating the database of the Insurance based on the Claim requests received. Which stands as a repository for the actuaries and underwriters to estimate the company's loss history.
- Processing Claims for the different Lob's based on targets & Cases.
- Ensured required deliverables are met by the team on daily basis.
- Make sure the team is aware of the process updates with the new changes (if any) from Business Unit (Whenever required).
- Daily shift end reports to the management.
- Documenting and mailing the Minutes of Meeting to the Business Unit along with the internal and external team.
- Part of offshore transition team and successfully transitioned of the project BICC.
- Verifying the claim coverage information with the Carriers and process.
- Process all assigned pending and rejected claims.
- Prepared training documents.
- Mentor the new joiner in the team, assigning work orders, monitor & audit their work.
- Part of offshore transition team and successfully transitioned of the project BICC.
- Verifying the claim coverage information with the Carriers and process.
- Process all assigned pending and rejected claims.
- Prepared training documents.
- Mentor the new joiner in the team, assigning work orders, monitor & audit their work.

ACCOMPLISHMENTS:

- Received many recognitions for providing outstanding service to customers
- Awarded with WOW for continuous outstanding performance
- Appreciated for taking the initiative to train new associates.
- Reduce the process AHT while giving the ideas.
- A consistent performer in Team & received a cogitator award for giving best ideas on process improvement.
- Lean Certified (2018)
- Train The Trainer Certified Professional (FACET/TTT)

- Cognizant Certified Professional – Intro 320/INS 21
- Cognizant “CHRYSALIS” Certified Professional
- Awarded several top performer awards and recognitions in all roles.
- Received appreciation from the Head of Operations in Hyderabad, for my contribution to the process in the First Quarter – 2019
- Active member of Cognizant Outreach - recognized for contribution to organizing various activities.
- The Fundamentals of Digital Marketing- Certified Professional from Google
- Google Ads (AdWords) Essential Training- Certified Professional from Google
- Learning Google AdSense - Certified Professional
- Online Marketing Certified Professional
- Six Sigma: Green Belt - Certified Professional
- Operational Excellence - Certified Professional
- Salesforce Admiration - Certified Professional
- CPQ Salesforce - Certified Professional

KEY SKILLS/STRENGTH:

- A self-Motivated professional.
- Skilled at balancing and prioritizing multiple tasks to meet the deadlines.
- Maintaining smooth interpersonal relations
- Positive thinking and self confidence
- Adaptable to any kind of work atmosphere
- Quick Learner and Team Building.

EDUCATION:

- Completed Master of Business Administration (Finance/Marketing) from JNTU Hyderabad.
- Completed Bachelor of Arts (Computers) from Nizam College, (Autonomous) OU Hyderabad.
- Completed Higher Secondary Certificate - B.I.E Andhra Pradesh, Hyderabad.
- Completed Secondary School Certificate- Andhra Pradesh Board, Hyderabad.

PERSONAL PROFILE:

Father’s Name : Late Mohd Shahed Ali
 Nationality : Indian
 Marital Status : Married
 Phone Personal : +91 - 8801558075
 Address : H No: 4-8-114, Manjeera Nagar,
 Sangareddy, Pin 502-001

DECLARATION:

I hereby declare that the information provided by me is true up to my knowledge and belief.

Place:

Date:

Mohd Taher Ali