**Kumar Ranjeet**

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**Executive Summary**

Total work experience of over 11 years in BPO/KPO Industry. Over 24 months of Team Handling Experience in

**Operation**, **Quality & Service Delivery**. Thorough understanding of Operations, Resource planning, SLA Deliverables, Team Management, Client Management, Reporting/Generating dashboards as per the BPO Industry standards. A Versatile, Analytical, Team Player and flexible individual who always perseveres to achieve the best results.

**Industry Experience**

**Presently working with R1 RCM**. **(Feb’09 onwards)**

**Current Role:** Assistant Manager

**Career Progression at R1RCM:**

* Feb’09 to 30th Oct 2015 – Joined as an Analyst – US Healthcare Insurance Operations
* 1st Nov 2015 to 30th May 2018 - Promoted as Quality Auditor
* 1st June’2018 till 30th July’2019 – Promoted as Management Trainee
* 1st Aug’2019 till date – Promoted as Assistant Manager in AR handling team of 21 FTE

**Important Assignments at R1RCM:**

|  |  |
| --- | --- |
| **Date/Time -Period**  | **Details**  |
| Feb’09 to Oct 2015  | Started working on Facility claims Learnt process and helped team members to understand process well with knowledge of AR  |
| Nov 2015 to May 2018  | Promoted as Quality Auditor and handled 22 Analyst in AR process for different LOBs for different sites  |
| June’2018 till date  | Promoted as Assistant Manager and handled 15 FTE in AR for different LOBs for different sites  |
| * Currently managing an AR team of 21FTEs, maintaining all management related reports, taking all the client call, MOM drafting
* Currently managing 1 New Transitions of hospital business in AR
* Effective Jan’19 involved in managing new transition and successfully completed 2 of them till March’19
* Conducts process training for the new associates on board and monitor their performance to ensure adherence to quality standards
* Evaluating effectiveness of provided training program and determining appropriate instructional methodologies and formats.
* Actively involved in team management and floor management and successfully handling team briefing thereby ensuring proper flow of information among the team members. Setting performance parameters & responsible for monitoring team performance through timely feedbacks, thereby ensuring overall team productivity and quality
* Workflow distribution as per priority
* Ensures all reports and SOPs shared with team members with proper sign-off from stakeholders
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**Key Responsibilities:**

* Process Dashboard reviews with Client and Sr. Leadership
* Prepared & validated SOP (Standard Operating Procedures) for training and making necessary changes in it as per client requirements.
* Manage workflow and resources to consistently meet Service Deliverables
* Identify process improvements to increase efficiencies, streamline processes and decrease unit costs
* Develop contingency strategies and plans for staffing changes
* Ensuring timely communication and escalation of risks and emerging issues
* Training and production ramp-up plans
* Changes in sample methodology to find opportunities
* Handling and resolving escalations and supervising coordination regarding the same between operations, client service teams and clients
* Appraisals, regular one-on-ones

**Achievements at R1RCM**:

* Got R&R for consecutive 6 months as Analyst
* Awarded for **Accretive Young Star** in 2015 for quarter
* Awarded for Best Performer **in 2016**
* Awarded for **High Achiever Award** (special Recognition) in 2016
* Zero Attrition and Shrinkage – 2019
* Successfully managed 2 new Transitions effective Jan’2019
* Helped training and Quality team in providing AR training to new joiners

 **Educational / Professional Qualification**

* Bachelor of Science from William Carey University, Shillong.

**Other Personal Details**

* **Languages known**: Hindi, English
* **Date of Birth-** 05-May-1982
* **Correspondence Address**: 11-A, Block- D, Lane – 08, Nirmal Vihar, Najafgarh, Delhi - 43
* **Permanent Address:** 11-A, Block- D, Lane – 08, Nirmal Vihar, Najafgarh, Delhi - 43