## **GOPALAKRISHNAN**

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***OBJECTIVE:***

To work in an enterprise where I can improve my knowledge and where as I would be working for the development of the company where I am working.

***PROFFESIONAL EXPERIENCE:***

**Organization** : Cognizant Technology Solutions.

**Designation**  : Senior Co-Ordinator

**Duration**  : 3 Years 7 Months [Mar 26th, 2014 to Oct 13th ,2017]

**Project Description**: The project involves working with the customer on a partnership mode as they have outsourced their core process – Membership.

***Accounts Receivable (Roles & Responsibilities): Duration March 2014 – April 2015:***

* Cash posting the "U. S. Health Care insurance premium by logging through Citrix ICA Client and reconciling the payment to member level in "Customer Server".
* Communicating the discrepancies (Audit) to the group within the stipulated period of time once the received payment has been allocated to the member level.
* Prepare monthly Reserve report into excel spreadsheet to find out the Overall balance amount due. Ensure the Reserve should be less than 4%.
* Auditing the Sub-process in terms of Bill reversal, Non-Sufficient fund, Credit transfer in an effective manner.
* Make sure the Reconciliation percentage should be at 98% and the discrepancies communicating to the group should be at 100% error free.
* Performing as an internal auditor in terms of both Cash posting & discrepancy report to the end customer.
* Make sure the eligibility requests are processed correctly as per the request by the customer.
* Preparing the deck of team’s current status on all the above mentioned parameters and showcasing it to the team.

***Job Roles as a Team Performer:***

* Handling the DR Review Activity in an effective manner.
* Conducting weekly refresher meeting for a DR review activity on my team member’s.
* Internal DR Review Audit scores shared on weekly basis.
* Tracking and forecasting the production numbers by taking the inventory on a daily basis.
* Assigning people based on the inflow of volumes (DR Inventory)
* I have prepared for my team member Production Weightage and Quality Score and sent it to my supervisor for every month.
* Ensure the committed targets are met by each individual on a daily basis.
* Appropriate backup for the team leader and Process Trainer for new entrant.

***Current Process- Academy (People Function Shared Service) Duration May 2015 to Oct 2017:***

**Tool used – GSD Application**

* Working with internal Cognizant associates and clarifying the queries related to different Cognizant learning platforms and assisting them in resolving the technical issues faced duration and after the learning process.
* Connecting with external vendor on behalf of CTS to get the credentials for the internal associates for different application like Brain bench, skill soft, plural sight.
* Internal associates working in Onsite are assisted with queries related to external certification polices.

***Personal Traits:***

* Excellent communication Skills.
* Multi-Tasking skills.
* Excellent Team Player.
* Strong Analytical and Interpretational skills.
* Quick Learner with Positive attitude.
* Innovative with willingness to learn.
* Ability to solve complex situation.
* Visual Basic & SQL

***Achievements:***

* Internal and External Quality for Green on all the deliverables every month.
* Acknowledgement receiving from the management in the form of awards such as ***Phoenix, Opel & WAH.***
* Appreciation received from the Management to handling the team and also met all the parameters for production and Quality wise.
* Consistent performer as an individual contributor and also by directing the team members.
* I had given the Process Training for My team members.
* Appreciation mail received from the client for 100% Accuracy DR activity.
* Received ***MR. Perfect*** from Client.
* Got promoted to next level within short period of time (1 year)

***ACADEMIC PROFILE:***

**Bachelor of** **Commerce with** **Computer Application**:

 Sri Jayendra Saraswathy Maha Vidyalaya CAS, Coimbatore-05.

 During the year (2010-2013) Percentage -72%

**Higher Secondary Education:**

 Sri K.K. Naidu Memorial Higher Secondary School, Sitra, Coimbatore-14.

 During the year (2009-2010) Percentage-87%

***PERSONAL INFORMATION:***

Date of Birth : 20.07.1993.

Gender : Male.

Nationality : Indian.

Marital Status : Single.

Language’s known : English & Tamil.

Visa status :Tourist visa ( Till Feb 4th)

***DECLARATION:***

 I hereby declare that the given information is true to the best of

My knowledge.

Date :

Place :. (GOPALAKRISHNAN)