## JOHN

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**Seeking challenging assignments in Operations, Process Management, Client Servicing, Delivery Management, Internal Audits, and Quality Management with an organization of repute in BPO industry.**

**PROFICIENCY NOTE**

* A dynamic professional with **19 years of experience** in Operations, Process Management, Client Servicing, Delivery Management, Internal Audits, and Quality Management.
* Currently designated as **Deputy General Manager - Operations** & **Business Development** with Infognana Solutions, Coimbatore.
* Proficient in managing operations of business establishments of varying sizes from 300 to 600 FTEs. Experienced in volume forecasting, staffing, scheduling and rostering.
* Acting as an escalation gate to resolve critical issues of the team members. Ensuring client SLAs are always met by proper resource planning and scheduling.
* Acting as the Security Compliance Officer and conducting internal audits for compliance.
* Managing operations within or less than the cost parameters set by the organization and effectively achieve revenue target for the fiscal year.
* Implementing Six Sigma methodologies to enhance productivity and maintaining quality.
* Transitioning work from offshore counterparts and planning to reach steady state and sustain performance to conform client expectations.
* Strong client communication skills acting as the point of contact for escalations.
* Well versed with automation of work flow, quality monitoring process & feedback dissemination.

**AREAS OF EXPERTISE**

***Operations Management***

* Setting up & maintaining CTQ (Critical To Quality) / CTP (Critical To Process) targets for the process & team.
* Coordinating integration with support functions viz. Quality, Training, Technology, Compliance & HR.
* Ensuring CTQ closure: Productivity-Capacity Based Turn Around Time (TAT) through Time studies & Capacity Planning and Accuracy.
* Reducing and/or maintaining cost according to the organizational objective.

***Quality & Compliance***

* Regular audit of process compliance.
* Ensure that the teams adhere to all the quality tools and procedures.

***Client Servicing***

* Ensuring continuous interaction with the customer to maintain a productive partnership
* Mapping client’s requirements and rendering effective operational solutions
* Identifying improvement areas & implementing measures to maximize customer satisfaction levels.
* Taking escalations for resolving critical issues; ensuring CTQ Delivery & Business Continuity.

***Team Management***

* Managing Team functions viz. manpower planning, recruitment, induction, performance appraisal, etc.
* Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
* Conducting training sessions & in house forums to boost the technical and soft skills of the associates.
* Keeping attrition rate to the minimum.
* Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst Team members.

**ORGANIZATIONAL CONTOUR**

**Since March 2017 – March 2018 with InfoGnana Solutions, Coimbatore**

Responsible for directing and coordinating the overall functions of the medical billing and coding office to ensure maximization of cash flow while improving patient, physician, and other customer relations. Strong managerial, leadership, and business office skills, including critical thinking and the ability to produce and present detailed billing activity reports.

***Key Responsibilities as DGM – Operations***

* Oversees the operations of the billing department, encompassing medical coding, charge entry, claims submissions, payment posting, accounts receivable follow-up, and reimbursement management.
* Responsible for project transition and development.
* P & L Management.
* Operational excellence, preparation of SOPs, Billing and Coding Guidelines, framing SLA and exceeding client expectations.
* Scaling and managing Service Delivery.
* Client engagement & relationship management.
* Analyze billing and claims for accuracy and completeness; submit claims to proper insurance entities and follow up on any issues.
* Maintains contacts with other departments to obtain and analyze additional patient information to document and process billings.
* Prepares and analyzes accounts receivable reports, weekly and monthly financial reports.
* Audits current procedures to monitor and improve efficiency of billing and collections operations.
* Ensures that the activities of the billing operations are conducted in a manner that is consistent with overall department protocol, and are in compliance with Federal, State, and payer regulations, guidelines, and requirements.
* Participates in the development and implementation of operating policies and procedures.
* Reviews and interprets operational data to assess need for procedural revisions and enhancements; participates in the design and implementation of specific systems to enhance revenue and operating efficiency.
* Analyzes trends impacting charges, coding, collection, and accounts receivable and take appropriate action to realign staff and revise policies and procedures.
* Understands and remains updated with current coding and billing regulations and compliance requirements.
* Maintains a working knowledge of all health information management issues such as HIPAA and all health regulations.
* Supervises billing office personnel, which includes work allocation, training, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.

**April 2009 – June 2016 with MModal Global Services, Coimbatore (Formerly CBay Systems Pvt Ltd)**

***Career Growth***

April 2009 – June 2010 Supervisor– Quality Support

July 2010 – March 2011 Assistant Manager, Production

April 2011 – March 2012 Manager – Operations, Coimbatore

April 2012 – June 2013 Sr. Manager – Operations, Coimbatore.

July 2013 – June 2016 DGM – Operations, Coimbatore.

***Key Responsibilities as DGM – Operations***

* Manage the overall operational, budgetary, and financial responsibilities and activities of the Operations Department.
* Planning staffing levels based on workflow pattern
* Work with Human Resources personnel to recruit, interview, select, hire, and employ appropriate number of employees.
* Coach, mentor, and develop staff, including overseeing new employee onboarding and providing career development planning and opportunities.
* Empower employees to take responsibility for their jobs and goals, delegate responsibility and expect accountability and regular feedback.
* Foster a spirit of teamwork and unity among department members, manage conflicts and drive expeditious conflict resolution.
* Maintain transparent communication. Appropriately communicate organization information through department meetings, one-on-one meetings, and appropriate email, and regular interpersonal communication.
* Manage the preparation and maintenance of reports necessary to carry out the functions of the department. Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment.
* Communicate regularly with other managers, VP Ops, and other designated contacts within the organization.

***Key Achievements:***

* Decreased the center’s cost from the budgeted cost by 30%.
* Improved productivity of the center from 846 to 950.
* Developed and maintained quality management system and gained high level of customer satisfaction.
* Ensured continuous operational growth by transitioning new work
* Maintained quality metrics as per customer demand.
* Initiated fresher’s training of 200 people.
* Increased lateral recruitment by 75.
* Maintained attrition below 5%.
* Successfully have been certified as an ISO internal auditor.

***Key Responsibilities as Sr. Manager, Operations***

* Meet SLAs in terms of Turnaround Time and Quality Standards as set by the client.
* Managing P&L accounts.
* Conducting internal audits to ensure complete compliance.
* Scheduling people for 24 hours operation to ensure optimum usage of both the manpower and the infrastructure.
* Responsible for retention and attrition control.
* Interacting with the other departments within the company viz., Quality, IT, training, administration and transportation at an operational level.

***Key Achievements:***

* Increasing the center’s output by 200%.
* Improving productivity of the center by 199% (424 to 846).
* Maintaining the center’s functionality within the cost parameters set by the corporate team.

***Key Responsibilities as Operations Manager***

* Managing P&L accounts.
* Meeting Service Level Agreement as per client requirement.
* Scheduling people for 24-hour operations to ensure optimum usage of both the manpower and the infrastructure.
* Responsible for increasing performance linked earning opportunities for team members.
* Interacting with the other departments within the company viz., Quality, IT, training, administration and transportation at an operational level.

***Key Achievements:***

* Reducing the operating cost by getting new accounts without increase in the workforce.
* Increasing the home-based professional base whereby saving infrastructure cost with the other departments within the company.

***Key Responsibilities as Assistant Manager, Production***

* Monitoring quality, quantity and turnaround time of the outgoing lines.
* Responsible for scheduling people for 24-hour operations to ensure the optimum usage of both manpower as well as the infrastructure.
* Performing random audits on individual Proofreaders and give feedback.
* Ensuring that the outgoing quality of the center it maintained at an accuracy of 99%.
* Automation of generation of various MIS through close coordination with the development team and analysis of data and submission of the same to the senior management.
* Interfacing with the other departments within the organization viz. IT, training, administration / transportation at an operational level.

***Key Achievements:***

* Improved performance standards to handle more volumes.
* Maintaining customer relationship and getting in more work to the company.

**January 2007- March 2009 with Transventure BPO Solution, Coimbatore as Assistant Manager**

***Key Responsibilities***

* Workflow streamlining within the team
* All tasks associated with the Medical Transcription operations including vendor management, seminars, supervision of assignments, collating weekly reports, feedback forms and updating the manuals, mentoring staff, etc.
* Adhere to rules governing to confidentiality at all times: Understand and comply with policies and procedures.
* Co-ordinate with Corporate Quality Assurance teams and Operations teams.
* Operations Training material design coordination, edit and contribute articles to the newsletter.

**January 2005- December 2006 with Nuance Transcription Services, Coimbatore as Senior Quality Analyst**

**March 2004- December 2004 with CKar Systems, Hyderabad as Quality Analyst**

**August 2002- February 2004 with InterPro Global (formerly ProScribe) Private Limited, Chennai as Lead Quality Analyst**

**January 1999–July 2002- KGISL (Heartland Transcription Services) Coimbatore, Delhi, Bangalore as Trainee/MT/Editor/MT Lead/Supervisor/Mentor**

**NOTABLE ATTAINMENTS**

* Accredited for efficiently handling a team of 100 people in ITES.
* Implemented performance based pay packages to production staff and decrease non-performers.
* Significantly increased realizations on month on month basis thus minimizing revenue losses.
* Outsourced production to subcontractors while maintaining quality and turnaround time, thereby reducing cost, and increasing capacity.

**ACADEMIC CREDENTIALS**

B.Sc. Nutrition & Dietetics, P.S.G. College of Arts & Science, Coimbatore, Tamil Nadu.

**CERTIFICATIONS**

2011- Six Sigma Green Belt Certified

2014–ISO Certified Internal Auditor.

**PERSONAL DOSSIER**

* Date of Birth : 13thMarch, 1978