

SRI PRASARA RAGHURAJ

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Hyderabad - 500013

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PROFESSIONAL EXPERIENCE

Career Snapshot:

- Ten Years of experience in Charge Entry, Eligibility verification and Benefit Verification, Billing, Payment posting, Account Receivable and Credit Balance.
- Expert in handling new clients and part of transition for more than 15 Projects
- Part of Process Excellence team and played a role in process improvement
- Part of implementation in creation of new workflow tool for the process
- Expert in upskilling the recruitment team on how to scrutinize the profiles
- Excellent training and Operation Management Skills
- Adept in preparing SOPs and training curriculum
- Played key role in reviews and implementation of new training methodologies
- Expert in content building

Worked a Deputy Manager in R1 RCM Global Pvt. Ltd from July 2019 to Feb 2020

Roles & Responsibilities:

- ✚ Lead the Hyderabad Training Function.
- ✚ Publishing & forecast report on the Trainers & Training room availability for the upcoming batches to all stake holders
- ✚ Review and making the changes to Training content as per the business requirement
- ✚ Close monitor & regular internal review on performance of BQM folks post refresher training
- ✚ Managing the Transition for new clients
- ✚ Training support provided to Operation team in Transition phase
- ✚ Lead the Operation / Training & Recruitment teams connect on how to hire the right skill set of candidates
- ✚ Lead the calibration session with Operation & Recruitment team

Worked as Learning Manager in IKS Health Pvt.Ltd from June 2015 to till date June 2019

Roles & Responsibilities:

- ✚ Lead a team of 8 Trainers & 15 OJT Coaches
- ✚ Publishing & forecast report on the Trainers & Training room availability for the upcoming batches to all stake holders
- ✚ Review and making the changes to Training content as per the business requirement
- ✚ Organizing the calibration call with Quality / Training / Operations team to understand and fix the knowledge gaps on floor
- ✚ Ensuring Monthly PKT's are being conducting on the floor for all processes based on the errors trending
- ✚ Ensuring the account working is done by the Quality Auditor / Trainers / TL's on monthly basis
- ✚ Internal review on the SBS done by Team Leaders & OJT Coaches
- ✚ Creating IJP papers for QA's/ TC's / TL's
- ✚ Managing the Operation of new projects for first 3 months
 - Review effective resource/Work Allocation planning
 - Publishing Reconciliation tracker on daily basis (Charge Entry / EVBV / Billing /Payments Posting / AR)
 - Creating backlog clearance plan and publishing to top Management in terms of meeting SLA's
 - Monthly Invoice report
 - Auditing the update trackers & escalation trackers
 - Break down of escalation tracker into Knowledge gap Vs Negligence gap and ensure feedback is provided to team along with refresher training
 - Walk through of Quality mechanism to the client that is being followed to fix the knowledge gaps.
 - Close monitor & regular internal review on performance of BQM folks post refresher training
 - Reviewing the production trackers on daily basis of each Team Leader
 - Random check on the floor to understand the retention of new updates rolled out

Transition Management: -

- ✚ Expert in handling new clients and part of transition for more than 15 Projects
 - Creating the KT questionnaire
 - Creation of User manuals for New EPM system
 - Creation of Process Maps & SOP's
 - Updating the KT questionnaire based on the KT calls & publishing KT scores

Worked as an “Senior Process trainer” in IKS Health Pvt.Ltd

Roles & Responsibilities:

- Training the new hires (Trained more than 500+ Trainees in career)
- Supporting the OJT batches on the floor along with OJT coaches
- Creating content for E- learning modules
- Creating the user manuals for new EPM system
- Conducting refresher training for BQM agents
- Worked with Process Improvement Team in developing new techniques

As an “Quality Analyst” in IKS Health Pvt.Ltd from

Roles & Responsibilities:

- Audits of encounters as per the quality parameters
- Listening to call of agents
- Provide feedbacks on the errors to agents in presence of Team leads.
- Publishing the daily / Weekly audit snap shot to Operations team
- Conducting quality briefing on daily basis
- Conducting the Quality process knowledge test on bi – weekly basis

EDUCATIONAL QUALIFICATION

Bachelor in Commerce from Osmania University, Hyderabad

PERSONAL DOSSIER

Father Name	:	SP. Venkata Bhattar
Sex	:	Male
Nationality	:	Indian
Marital Status	:	Single
Language Known	:	English, Hindi, and Telugu