**Shweta Ailawadi**  
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**Operations Management / Team Management / Customer Relationship Management / Process Enhancements**

[**Location Preference:** **Delhi**]

**Professional Synopsis**

* A dynamic professional with **nearly 11 years** of rich & valuable experience in customer service operations with key focus on top line profitability while ensuring optimal utilization of resources.
* Expertise in managing various operations of the Banking industry with key focus on streamlining the working SLA’s & SOP’s for enhanced operational effectiveness.
* Excellent business acumen combined with profound sensitivity to cultures and consumer behaviour.
* Successfully lead the transitioning initiatives for various processes in adherence to client’s requirements.
* Proven skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals.
* Demonstrated skills in customer relationship management with in-depth understanding of related banking formalities as well as transaction processing.
* An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organisational abilities. Possess a flexible & detail oriented attitude.

**Core Competencies**

**Strategic Planning Process Management Client Relationship Management**

**Quality Assurance Audits & Inspection Performance Management**

**MIS Policies & Procedures Training & Development**

**Team Management Business Development Coordination**

* Mapping client’s requirements & ensuring rendering of effective solutions in-line with guidelines of the organization.
* Directing, leading and motivating workforce; imparting continuous on job training for accomplishing greater operational effectiveness / efficiency.
* Formulating operational goals, short term & long term budgets and developing business plans for the achievement of these goals.
* Committed to use knowledge of the organizational process to provide customer satisfaction..
* Providing patient excellent experience at the Billing counter.
* Keen worker, providing resolution of the problem.
* Managing service delivery operations to achieve business objectives and ensuring performance of the team.
* Setting up & maintaining CTQ (Critical to Quality) / CTP (Critical to Process) targets for the process & team.
* Taking various initiatives for maintaining SLA (Service Level Agreement).
* Ensuring CTQ closure: Productivity-Capacity Based Turn Around Time (TAT) through Time studies & Capacity Planning and Accuracy Base-Lining.
* Executing various methodologies to analyse various processes, recommending modifications to minimise escalations, realizing operational efficiencies, controlling variability, costs and reducing cycle-time.
* Identifying capacity limitations & bottlenecks and process problems for taking corrective action.
* Handling customer centric operations, providing them with best financial solutions to suit their needs & ensuring satisfaction by achieving delivery & service quality norms.
* Achieving maximum customer satisfaction by closely interacting with in-house & potential clients to understand their requirements & customizing products & services with optimum resource utilization.
* Interacting continuously with the customer to make sure that area of concern can be worked upon for improved service levels.
* Attaining customer satisfaction by responding to customer queries, achieving service quality norms.

**Organizational Experience**

**Metro Hospital , Pandav Nagar**

**Since April'14**

**Billing Head**

***Process handled as Billing Head :***

* Handling a team of 20-25 employees.
* Responsible for making process flow for Billing department.
* Taking charge of given responsibility and delivering results.
* Responsible for providing training to staff for process and procedure (OJT mainly).
* Responsible for smooth functioning of the Billing as well as back office and at the same time patient responses.
* Responsible for patient satisfaction coming to the hospital.
* Providing connect between doctor, patient’s and other departments.
* Take care of Authorization related issues of TPA/Corporate/PSU (CGHS, ECHS etc.) patients.
* Responsible for CGHS online billing and Query replies project processed by Health Sprint.
* Build and maintain relationship with Internal and External Customers.
* Auditing the TPA/Corporate/PSU Credit bills before dispatching.
* Responsible for giving the replies for the Scrutiny bills which comes from respective PSU's.
* Supervising IPD areas.
* Resolve Customer complaints and make recommendations for improvement.

***Key Deliverables :***

* Ability to work in coordination along with effectiveness.
* Continual learner, able to easily grasp and implement new ideas concepts and methods.
* Quick learner and implementer of new things, (Innovative).
* Believe in follow up , responses are given on time, decision maker, welcome to all suggestion,
* Works on PDCA ( plan do check act ) cycle
* Possesses good interpersonal skills and believe to work with a team.
* Focused with determination and supervision for better results.
* Skilled organizer who consider all options before making a decisions.
* Poised and confident in dealings with individuals at all levels.
* Detail-oriented and resourceful in completing projects.

**Max Healthcare , Saket**

***Growth* *Path***

**May’07-Oct'10 Patient Care Cordinator.**

**Oct’10 to Jun'12 Patient Care Executive.**

**Jul’12 to Mar’14 Duty Manager.**

***Process handled as Duty Manager :***

* Auditing the TPA/Corporate/PSU Credit bills before dispatching.
* Supervising the OPD and IPD areas.
* Organizing Training & Development programs for Nursing and Facility Management employees.
* Conducts trainings on NABH (National Accreditation Board for Hospitals & Health care providers).
* Resolve Customer complaints and make recommendations for improvement.

***Key Deliverables :***

* Focused with determination and supervision for better results.
* Skilled organizer who consider all options before making a decisions.
* Poised and confident in dealings with individuals at all levels.
* Detail-oriented and resourceful in completing projects.

***Process Handled As Executive- Patient Care***

* New Registrations and Customer Service; A customer service process for the hospital customer
* Both IPD & OPD Patient Queries, registration, billing handlings.
* TPA process executive create a bridge between patient & Insurance Company.

***Key Deliverables***

* Functioning as the Admission Coordinator and liaising between the TPA and Customer.
* Ensuring follow up with the customer flow charts.
* Performing quality checks on documentation.
* All Patient handlings whether its IPD or OPD.
* Imparting training to new hires as well as giving refreshers to veterans as well.
* Providing:
* Integral support in terms of training and Insurance products in health.
* Training Advisors for Health Insurance.

***Highlights***

* Created flow charts for better coordination between different departments.
* Distinction of being:
* Handpicked for imparting training to new hires as well as creation of the process training manual.
* **Trainings Attended:**
* NEIT - New Employee Information Training.
* Engage-Ethical Work Practices.
* Customer handling & support
* Why why Analysis
* less paperwork more output , more informative
* Created one point information to execution system i.e. billing, registration & insurance at one place together so that it will reduce both time & confusion.
* During major holidays, plan in that way that more off can be given and at the same time ensures no problem will occur at the operation.
* Time to time planning to have short parties in between the staff to have major bonding in them.

***HDFC Bank Ltd., Sector 14, Gurgaon***

***Sep’00 – Jan’05***

***Growth* *Path***

**Sep’00 to Dec’01 Customer Services Representative.**

**Jan’02 to Jul’03 Senior Customer Services Representative.**

**Aug’03 to Jan’05 Senior Executive, Quality.**

***Key Deliverables***

***As Senior Executive Quality***

* Barging the calls and maintaining set parameters.
* Giving feed back of calls to the Agents.
* Focussing efforts in enabling the team on attaining as well as exceeding the team targets.
* Maintaining:
* MIS, SLA's as required by the client and as per the standards.
* Call quality by putting checks in place.

***Highlights***

* The designated team won:
* The award for the Highest Attendance for 2 consecutive months.
* Star of the Team Quality awards for consecutive months (December - January 2004).
* **Trainings Attended:**
* Time Management (Work Life Balance).
* Presenting your Power Point Presentation.

**As Senior Customer Services Representative**

* Keeping the updates recorded for the Quality maintenance.
* Mentoring and coaching newly hired members.
* Performing:
* Weekly and monthly audits of financial transactions.
* Hotlisting of Debit Cards.
* Maintaining:
* The workflow as well as achieving quality benchmarks set by the clients.
* Compliance for the team.

***Highlights***

* Assigned the responsibility of providing assistance to the team mates.
* **Trainings Attended:** Enhancement of:
* Communication skills.
* The presentation skills.

**As Customer Services Representative**

* Providing updates to the team coming from the clients.
* Maintaining the compliance for the team.
* Resolving:
* Telephonic complaints of the customers within the agreed TAT.
* Depository related customer queries.

***Highlights***

* The designated team was adjudged as winner of the award for:
* The Best Team for 3 consecutive months.
* Highest Attendance for 2 consecutive months.
* Star of the Team Award in June 2001.
* **Trainings Undertaken:**
* E-Mail Writing Skills and E-Mail Etiquettes.
* Effective Communication Training.

**IT Skills**

* Operating Systems : DOS, Windows, Unix.
* RDBMS : MS Access.
* Word Processor : MS Word.
* Spread Sheet : V.P.P, MS Excel.
* Presentation Graphic : PowerPoint.
* Languages : C++.
* Others : Finware , Microbanker , DeBos , Cashin, HIS

**Academics**

* Bachelor in Humanities from Delhi University, Year.
* Diploma in Network Centered Computing from NIIT, Year.
* One year Diploma in Computers from NIIT, Year.
* Quality Management Programme from NIIT, Year.

**Personal Details**

* Permanent Address : RU - 463 Pitampura, Near Power House, Delhi, 110088.
* Date of Birth : September 19, 1978.