**TAHER ALI Mohd**

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**OBJECTIVE:**

To serve the organization with high spirits and skills in a responsible position where effective inter-personal skills, hard work coupled with successful work experience contributes to the achievements of organization and personal goals while promoting Superior values

**WORK EXPERIENCE:**

**ORGANIZATION**: **Cognizant Technology Solutions India Pvt. Ltd. Hyderabad**

**Designation: Subject Matter Expert/Process Analyst/Process Specialist (Cluster Lead)**

**Worked :** **12th March 2012 to 08th May 2020.**

**Process: Customer Support Department (Claim Coding/Premium Audit/Quality Auditor)**

**Current Role: Process Specialist-Data**

**JOB RESPONSIBILITIES:**

* Act as an interface between the management and the associates.
* Interact with various resources at workspace like business partners, management as well as analyst teams to harness better productivity and provide better service.
* Possible improvements are identified; loopholes are fixed for the entire operation tends towards a more effective goal.
* Train as well recommend training modules that should be introduced for the team to familiarize themselves with these concepts.
* Preparing AHT, Reconciliation and Volume status reports on daily basis
* Performing quality Audits for the team members on a daily basis
* Allocating the Work to the team on a daily basis.
* Streamlining and designing the quality parameters as per business requirement
* Preparing and mailing across Agenda for the Bi-weekly Process Call.
* Prepared process documentation as per requirement.
* Training and Coaching New Hires and as well as conducting Process Knowledge Test.
* Ensure that the team reaches the quality and production benchmarks on a consistent basis.
* Publishing Quality Scores and Error analysis and SLA / metrics to the Management.
* Quality improvement program for the associates.
* Brian storming sessions with the team.
* Feedback sessions and Job Shadowing.
* Monthly Process assessments.
* Quality Business Review, which includes Quality comparison and error analysis using Quality tools.
* Refresher trainings for the team.
* Provide regular performance feedback and giving frequent formal and informal coaching sessions.
* Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
* Monitors/Screening duties of operations personnel to ensure efficient and safe operation of premium audit process.

**Previous Role  
Transaction Quality Specialist**

**Process: Premium Audit & Claim Coding**

**Work Profile:**

* Monitor all transactions, ensure compliance to quality regulations, and maintain effective relationships with clients.
* Provide feedback and action plan to the associates on errors by creating and reviewing RCA.
* Collate and prepare daily reports for all teams.
* Conduct process knowledge tests and provide feedback to bottom performers.
* Conduct new hire and refresher trainings.
* Coordinated with team members and ensured achievement of all team objectives and goals.
* Cascading process updates to the team on daily basis.
* Be in compliance with the Service Level Agreements(SLA) set by the Business Unit.
* Documenting and mailing the Minutes of Meeting to the Business Unit and the internal team.
* Coordinated with internal and external clients and provided assistance on phone and resolved all queries.
* Preparing Process stabilization deck on a weekly basis for a weekly call.

**Previous Role**

**Sr. Process Associate**

**Process: Business Insurance Claim Coding**

**Work Profile:**

* Allocating the Work to the team on a daily basis.
* Also worked on emergency enrolments of the employee, which includes inbound calls from the Client HR’s.
* Daily shift end reports to the management.
* Handled New Transitions.
* Ensured required deliverables are met by the team on daily basis.
* Following up with Business Unit daily for process related updates, Point of contact for any process related updates for Business Unit as well as the team.
* Made sure the Team is aware/ update with the new changes (if any) from Business Unit (Whenever required).
* Facilitated the team members and the new members on board about the product information and process.
* Performed quality checks for the team on regular Basis, by providing Feedback to the Team members on the quality parameters.
* Documenting and mailing the Minutes of Meeting to the Business Unit and the internal team.

**Process Associate**

**Process: Business Insurance Claim Coding**

**Work Profile:**

* Updating the database of the Insurance based on the Claim requests received. which stands as a repository for the actuaries and underwriters to estimate the company’s loss history.
* Processing Claims for the different Lob’s based on targets & Cases.
* Part of offshore transition team and successfully transitioned of the project BICC.
* Verifying the claim coverage information with the Carriers and process.
* Process all assigned pending and rejected claims.
* Provide feedback to co-workers regarding any issues identified during the coding process.
* Daily shift end reports to the management.

**ACCOMPLISHMENTS:**

* Lean Certified (2017 & 2018)
* TTT trained (FACET Certified)
* Cognizant Certified Professional – Intro 320/INS 21
* Cognizant “CHRYSALIS” Certified Professional
* Awarded several top performer awards and recognitions in all roles.
* Received appreciation from the Head of Operations in Hyderabad, for my contribution to the process in the First Quarter – 2018
* Active member of **Cognizant Outreach** – recognized for contribution to organizing various activities.
* Certified Professional on Google - Digital Marketing

**EDUCATION:**

* MBA (Finance/Marketing) from JNTU Hyderabad
* Graduate (B.A. Computers) from Nizam College, (Autonomous) OU Hyderabad.
* Intermediate from B.I.E, Hyderabad.
* S.S.C from Board of Secondary Education, Hyderabad.

**PERSONAL PROFILE:**  
Full Name : Mohd Taher Ali

Gender : Male

Nationality : Indian  
Marital Status : Married

Mobile : +91 - 8801558075

Passport No : L7865254

Indian Driving License : DLFAP02319752005

PAN Card No : ARQPM7806B

Aadhaar Card No : 5045-8937-7403

Address : H No: 4-8-114, Manjeera Nagar,

Sangareddy, Pin 502-001

**DECLARATION:**

I hereby declare that the information provided by me is true up to my knowledge and belief.

Place:   
Date: Mohd Taher Ali