

**TAHER ALI MOHD**

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**CAREER 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:** SME/Process Analyst/Process Specialist /Quality Analyst (Cluster Lead) – Operation

**Worked:** from 12th March 2012 to 08<sup>th</sup> May 2020.

**Process:** Customer Support Department (Claims/Premium Audit/ Transaction Quality)

**Current Position:** Process Specialist-Data

**JOB RESPONSIBILITIES:**

- Act as an interface between the management and the associates.
- Responsible for work allocation and to maintain compliance.
- Conduct team meetings, brain storming sessions to understand process gaps & risks, arrive at process improvement recommendations & systematic implementation.
- Conduct audits, present findings and provide effective feedback for improvement.
- Preparing AHT, Reconciliation and Volume status reports on daily basis.
- Performing quality Audits for the team members on a daily basis
- Ensure all the team members are aware and adhere to compliance & policies
- Daily interaction with onshore staff & trainers to communicate compliance requirements and to monitor daily productivity
- Conduct audits, present findings and provide effective feedback for improvement
- Responsible for work allocation and to maintain compliance
- Allocating 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.
- Quality Business Review, which includes Quality comparison and error analysis using Quality tools.
- Conducted refresher trainings for the bottom performers.
- 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.

**Position: Transaction Quality Analyst**

**Process: P&C Insurance - Claims & Premium Audit Process Auditor**

**Key Responsibilities:**

- Responsible for assessing the components assigned to the team and ensure that the team is aligned with the business goals
- Expertise in identifying opportunities in the team and executing operational excellence and process improvements/Best practices
- Responsible for preparing detail Root cause analysis and provide One to one feedback
- Skilled in training new hires & Conduct refreshers & PKT's based on error trends
- Publish Insights and Opportunity of Improvements with Operations to identify Bottom Quartile Performers
- Monitor closely on BQ performers by conducting Spot checks & Side by sides to understand the knowledge gap
- Be in compliance with the Service Level Agreements (SLA) set by the Business Unit.
- Cascading process updates to the team on daily basis.
- Documenting and mailing the Minutes of Meeting to the Business Unit along with internal team external team.
- Skilled in preparing Quality performance PowerPoint presentations for Weekly & Monthly business review

**Position: Sr. Process Associate**

**Process: P&C Insurance - Claims**

**Key Responsibilities:**

- Allocating the Work to the team on a daily basis.
- Ensured required deliverables are met by the team on daily basis.
- Make sure the team is aware of the process updates 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 check for the team on regular basis, by providing feedback to the team members on the quality parameters.
- Handled New Transitions.
- Daily shift end reports to the management.
- Documenting and mailing the Minutes of Meeting to the Business Unit along with the internal and external team.

**Position: Process Associate**

**Process: P&C Insurance - Claims**

**Key Responsibilities:**

- 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.
- Prepared training documents.
- Mentor the new joiner in the team, assigning work orders, monitor & audit their work.

**ACCOMPLISHMENTS:**

- Lean Certified (2017 & 2018)
- TTT trained (FACET Certified)
- Cognizant Certified Professional – Intro 320/INS 21
- Cognizant “CHRYSLIS” 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 from Google – The Fundamentals of Digital Marketing
- Certified Professional from Google - Google Ads (AdWords) Essential Training
- Certified Professional - Learning Google AdSense
- Certified Professional - Online Marketing
- Certified Professional – Six Sigma: Green Belt
- Certified Professional in Operational Excellence

**KEY SKILLS / STRENGTH:**

- A self-Motivated professional.
- Skilled at balancing and prioritizing multiple tasks to meet the deadlines.

**EDUCATION:**

- Completed Master of Business Administration (Finance/Marketing) from JNTU Hyderabad.
- Completed Bachelor of Arts (Computers) from Nizam College, (Autonomous) OU Hyderabad.
- Completed Higher Secondary Certificate - B.I.E Andhra Pradesh, Hyderabad.
- Completed Secondary School Certificate- Andhra Pradesh Board, Hyderabad.

**PERSONAL PROFILE:**

Father's Name : Late Mohd Shahed Ali  
Nationality : Indian  
Marital Status : Married  
Phone Personal : +91 - 8801558075  
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