



Rajesh Kumar Sinha

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WORK EXPERIENCE ABOUT ME

9.3 Years

AGE

31

Achievement driven professional targeting assignment in Process Operations/Project Management with Organization of repute. Highly self-motivated personal with a customer centric approach.

B.Tech(Electronics and Communication)

Lovely Professional University, Phagwara
Phagwara- Jalandhar Road, Punjab

Graduated, July 2013

Marks 61.87%

Division 1st

10+2(I.SC)

St. Columba's College
Jharkhand Board

Passed, July 2008

Marks 66.2%

Division 1st

10th(Matriculation)

Hindu Inter School
Jharkhand Board

Passed, July 2006

Marks 79.2%

Division 1st



Core competencies

- Agile and Scrum
- Leadership Skills
- Project Management
- People Management
- Insurance selling
- Quality Assurance
- Process Operation
- Manual Testing
- Business Analytics



Tools and Languages

- Jira
- Python
- SQL
- C/C++



Work Experience

Jul- 2021 – Current

Role - Assistant Manager /Sr. FLM

Wipro Limited, Hyderabad

Process worked/Handled – AR Hub project (Team Advocate)

Roles and responsibilities

- Facilitates getting the work done without coercion, assigning, or dictating the work
- Solving internal and external conflicts within the team, applying of team building measures
- Systematic coaching of the Scrum Team in agile methods
- Coached Product Owners in creation and maintenance of Product Backlog
- Guards and shields the team from distractions and interruptions from external interferences
- Hands on experience on adopting tools like JIRA

Project: Creation of Project on Jira based on Weather:

- Creating a Project using Jira
- Making 3 Sprints, 5 Epics and 15 Stories as mentioned in Customer Requirement
- Assigning stories and task to Scrum team
- Sprint planning and grooming
- Deciding story points

Achievements:

- Awarded as extra mile leader of quarter in first quarter R&R 2022
- Weekly recognition and name published in “wall of the fame”

Feb- 2018 – Jun-2021

Role - Assistant Manager

R1 RCM Global Private Limited
Noida, Delhi-NCR

Process worked/Handled – Account Receivable (R1D Hub and ePremis)

Roles and responsibility

- Job allocation and ensuring the completion of reporting the error file to achieve the production within client’s TAT.
- Identify training gaps in the team and develop a plan with necessary department.
- Handling a team of 5 Quality assurance working on functional testing on R1D tool
- Assigning task for retesting and new module uploaded on prod post the removal of bugs
- Troubleshoot testing, reporting, and inventory concerns also manage departmental inventory
- Establishing effective relationship with other functional team in the organization.
- Measuring productivity, Quality and attendance of associates upon well-defined metrics.
- Understanding the client’s standards and training the team to meet the client’s standards.

August 2015 – Jan- 2018

Role – Senior Analyst

R1 RCM Global Private Limited
Noida, Delhi-NCR

Process worked – Claim Adjudication

Roles and responsibility

- Preparing test cases by using SRS
- Requirement Analysis in co-ordination with development.
- Performing Regression Testing in each release
- Preparing and executing test cases.
- Performing smoke testing, integration testing, system testing, functional testing, regression testing
- Updating Test Cases based on review comments.
- Bug Tracking and reporting using Jira
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August 2014 – August 2015

Role –Analyst

Nthrive(Insurance and Healthcare)
Noida, Delhi-NCR

Process worked – Claim Adjudication

Roles and responsibility

- Analyzing Physician claims and adjudicating them and then selling of insurances.
- Training new employee to become confident.
- Creating SOPs to help the process
- Audit Incorrectly processed claims and make correction
- Identifying best practices and share it with the team
- Giving buddy up to the new associates

Growth Path:

Assistant Manager	May 2019 - Present
Team Leader	Feb 2018 - April 2019
Senior Analyst	Aug 2015 - Jan 2018
Analyst	Jul 2014 - Aug 2015

Professional achievements -

- Awarded Best Team lead 3rd & 4th Quarter of 2018
- Awarded Emerging leader in 2019
- Implemented Ideas resulting Cost saving & increase efficiency –
 - ✓ Facet integration of Claim enquiry (Impact \$300K)
 - ✓ New Born Grouping and correct routing (Impact \$2M)
 - ✓ SEAL Logic on Authorization & Emergency Code (Impact \$3M)
 - ✓ Query tracker Macro created to simplify process.



Personal Details

Father's Name: Mr. Rajiv Ranjan Prasad
Birthday: March 11, 1991
Gender: Male

Marital Status: Single
Nationality: Indian
Language: Hindi, English

Declaration

I, Rajesh Kumar Sinha, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Rajesh Kumar Sinha

Hyderabad,
12th Dec, 2022