



## RASHMI RAJ

### Lead Project Coordinator (Operations)

E: [rashmibia21@gmail.com](mailto:rashmibia21@gmail.com) /  
[rashmirapz@gmail.com](mailto:rashmirapz@gmail.com)

M: +91 7975106394 (whatsapp only)

+971 502054775 (calls only)

A (India) : #130, 1<sup>st</sup> Floor, 5<sup>th</sup> Cross,  
Teacher's Colony, B.S.K. 2<sup>nd</sup> Stage,  
Kadirenahalli Cross Road,  
BANGALORE – 560070

A: (Dubai) : The Lakes Villa, Zula 3,  
Villa No 240, Dubai

Nationality : INDIAN

Age : 21-04-1978 (45 years)

Languages Known :

English, Kannada, Hindi, Tamil, Telugu

Hobbies : Travelling, Bike Riding

### SKILLS

Project Management, Data Analysis, Reporting,  
Interactive & Governance Dashboards, Problem  
Solving, Client Engagement

Admin Coordinator, Personal Secretary,  
Coordinator, Executive Assistant

### PROFILE

Goal-driven and accomplished Lead -  
Operations with over 20+ years of proven track  
record of delivering exceptional results in  
Project Management, MIS Reporting and end to  
end scope Analysis

### EDUCATION

S.S.L.C – 1994 Pass out

Diploma in Secretarial Course – 1994 to 1997

B.Com – 1997 to 2000

**Valid Passport – S0508008 (valid till  
06/03/2028)**

### EXPERIENCE

- **Working as an Admin and HR – Beyond  
Infiniti – E-Commerce and Media Marketing  
Company - Business Support to CEO and Co-  
ordination with inter location teams (from  
Mar 2024 to till date)**

**Currently in Dubai – On Visit Visa (will expire  
on 2<sup>nd</sup> July 2024)**

**Ready to travel inter location Units (if needed)**

- **Worked as a Manager / HR – KLA  
Associates – Business Support to CEO and  
Directors (from May 2023 to Jan 2024) Have  
moved to Dubai Location**

- **Worked as a Senior Admin Lead – (Business Operations) at Jobvite - May 2022 to Apr 2023 (1 year)**

- **Worked as a Lead Project Coordinator - Operations) at Clinikk - March 2020 to April 2022 (2 years)**

Handling Operations and Sales Backend Teams; Involved with Founders Team for Operational Set up; Involved in Hiring of Professionals, Team Members, Nurses and Doctors across Clinic Set up; Reports and Dashboards

- **Worked as a Management Coordinator in Bangalore International Academy - June 2017 to Feb 2020 (3 years & 9 months)**

Coordinator for Management and Admissions Incharge; Handled Payroll of Staff Members

- **Genpact India as Process Developer, Business Analyst and Assistant Manager (Operations) for Global F & A Clients – June 2008 – Feb 2017 (9 yrs & 9 months)**

Healthcare Domain – Data Analysis; Project end to end Analysis; Reporting; Hiring and Training Associates

- Involved in the Process Transition of CADBURYS (Accounts Receivable Project) for Australia Region
- Involved in stabilization and standardization of processes, by improving efficiency in terms of usages of application (SAP), Adapted Process Maps
- Preparation and timely review of SOP's
- Handling Reconciliations and Deductions (Distributors Account)
- Adherence to timely deliverables of the Client
- Ensured Process Metrics and met the required level of specified norms
- Helped in designing knowledge acquisition and knowledge transfer process post transition phase

#### **Business Analyst - Pharmaceutical Domain**

- Provide business insights to Client based on the data/information analysis
- Collecting daily data on item cases that arrive from clients
- Analyzing data and building appropriate statistical models based on the data
- Estimating labor savings achieved from predictions
- Analyzing data and building appropriate statistical models based on the data

- Analyzing of data, design and development of statistical models to gain insights into physician behaviors, sales patterns, physician responses to detailing, etc
- Provide end to end Reporting solutions for Claims domain
- QC the work done by analysts and set direction for data validation
- Assist analysts with troubleshooting and problem solving
- Responsible for overall deliverables across multiple work streams (Dashboards/ Ad-hoc reports/ Analytics)
- Facilitating drill down and drill across analysis using relevant statistical analysis
- Designing, Performing and Overseeing key analytic tasks
- Excellent analytical and problem solving skills
- Experience of working in outsourcing environment
- Excellent client management and project management skills
- Exposure to working in global teams
- Able to independently interact with clients and other domain experts and make an impact

• **Accenture as Project Coordinator (Senior Analyst) for Release Management - Team**  
**Feb 2007 – Sep 2007 (8 months)**

- Project Scope Analysis – End to End Reporting; Involved with PMO Team for Reports and Time Reports
- Involved with Designing and Architecture Team for huge Data Reports

• **IBM Global Services India Pvt Ltd as Senior Financial Analyst (Financial Services)**

**Nov 2004 – Feb 2007 (3 years & 4 months)**

Collections; Dispute Resolution; AP & AR – O2C Billing

- Worked as a **Disputes Manager** for the Global Major Accounts; handling a **team of 3 persons**
- As a part of US Process, handled Eastern Region Global Major Accounts of high dollar value customers, Involved in collection Activities and disputed accounts
- Client Relationship and Customer Relationship, Involved in Monthly conference calls with the Vice President and the Area Leaders to discuss the resolution for every individual disputed account
- Contact for Process Team in finalization of MPA, SOW and SLA for AR (O2C Operations)
- Involvement with the client and forecasting the target for collections, managing the cancellation and complete financial information of the customers
- Handling the Western Region disputed accounts and complete resolution to reduce the portfolio (worth 3 million dollars) for achieving the target
- Providing various metrics reports on daily, weekly and monthly basis to monitor performance of the team. Documenting process updates, conducting

weekly quality meeting to mitigate errors and share best practice to improve process

- Complete involvement in Electronic Invoice processing of the customer's account, preparing reconciliation statements, investigation on Customer complaints (internal & external) on delays in order processing. Major helping hand to the Sales Executive for forward growth
- Testing of all major applications and performed UAT test
- Documentation of all the process workflows on floor
- Preparing MIS Reports to the client

• **ACS India Private Limited as Claims Analyst and Team Manager – Aug 2003 to June 2004**

Worked for Claims Processing and Billing; Handled a team of 30 + Members for end to end Project Analysis

- Quality Claim Analyst, handling review of all online claims submitted to the Client
- Refreshing reports to get the batches review and final process for daily submission of report
- **Promoted as a Team Manager**, handled a team of 45, conducted sessions batch wise for the pilot project ramp-up
- Handled escalations, reporting to AVP for monthly achievements, handled the operational activities (transport, salary, food coupons etc) for the team, Quality reviews to the team
- Medical Billing – Charge back entry & Payment postings

Revenue Cycle Management – Financial Reports and Billing

• **Oxford Institution as Personal Secretary and Stenographer – Feb 2000 to June 2003**

Worked as an Admission Officer and Students Counsellor

- Responsible for all Administration Activities
- Handled day to day activities, scheduling meetings, organizing conferences & travel bookings & arrangements
- Interaction with Clients and monthly reporting with salary accounts

**STRENGTHS**

I depend on my Strengths of willingness to accept Challenges with Talents, drive to Excel, temperament to satisfy Customers, Ambition for fast track growth, and effectiveness in High Pressure situation, keeping up to Deadlines, Organized Attitude, Sincerity, good Team Player and dedication towards Work with inborn thirst for Knowledge

**RASHMI RAJ**