Kumar Lordson

**Mobile:** +91-9953710043 🗍 **E-Mail:** alwayskumar@live.com

**Professional Synopsis**

****

More than 6+ years of experience in US H&W Benefits, Reporting and Payroll Administration.

A result oriented professional with 7 years of rich experience:

**Ongoing Performance Management:**

* Managing project and setting up new client by following SDLC method.
* Managing Team and focusing on end-to-end Operations.
* Keeping track on client task notifying changes following up with the client and providing data to leadership team.
* Maintaining & sending various reports to the client & management.
* Ensuring and identifying Client requirements through client interaction.
* Proper analysis and execution of EOI Approvals and denials reports received from vendors.
* Front End Management with on shore and checking for the proper data updating.
* Handling Direct Billing and payments for the client and their fulfillment reports.
* Ensuring proper execution of Daily task or case management.
* Assist employees with benefits eligibility, plan features and healthcare claims and enrollment issues with carriers
* Partner with vendors to resolve claim, billing, and enrollment issues.
* Responsible for the administration of entire health and welfare benefits.
* Helping team for Creating and maintaining process Documentation/SOP for process standardization.
* Identifying process improvement ideas to improve the TAT and quality.

**Client Relationship and Management:**

* Providing details on Automation, Document Management etc.
* Setting up Goals every day on call with the client.
* Ensuring client request need to be completed on priority.

**Process Management:**

* Monitoring the overall functioning of the processes, identifying improvement areas and implementing in the process.
* Preparing reports & statements, which need to be submitted to Management and End-Client.

**Work Experience: March 2019 to till date.**

****

**Organization: WIPRO HR SHARED SERVICES**

**Designation:** Solution Delivery Analyst

**Responsibilities:**

* Managing project and setting up new client by following SDLC method.
* Managing Team and focusing on end-to-end Operations.
* Keeping track on client task notifying changes following up with the client and providing data to leadership team.
* Maintaining & sending various reports to the client & management.
* Ensuring and identifying Client requirements through client interaction.
* Proper analysis and execution of EOI Approvals and denials reports received from vendors.
* Front End Management with on shore and checking for the proper data updating.
* Handling Direct Billing and payments for the client and their fulfillment reports.
* Ensuring proper execution of Daily task or case management.
* Assist employees with benefits eligibility, plan features and healthcare claims and enrollment issues with carriers
* Partner with vendors to resolve claim, billing, and enrollment issues.
* Responsible for the administration of entire health and welfare benefits.
* Helping team for Creating and maintaining process Documentation/SOP for process standardization.
* Identifying process improvement ideas to improve the TAT and quality.

**Work Experience: June 2015 to March 2019.**

****

**Organization: Conduent (Erst While Xerox Business Service Pvt Ltd).**

**Designation:** Analyst.

**Responsibilities:**

* Managing Back End Operations end to end from the client perspective.
* Maintaining & sending various reports to the client & management.
* Ensuring and identifying Client requirements through client interaction.
* Proper analysis and execution of EOI Approvals and denials reports received from vendors.
* Front End Management with on shore and checking for the proper data updating.
* Handling Direct Billing and payments for the client and their fulfillment reports.
* Ensuring proper execution of Daily passes/workflow or case management.
* Process incoming Child Support Orders
* Assist employees with benefits eligibility, plan features and healthcare claims and enrollment issues with carriers
* Partner with vendors to resolve claim, billing, and enrollment issues.
* Responsible for the administration of entire health and welfare benefits.
* Creating and maintaining process Documentation/SOP for process standardization.
* Identifying process improvement ideas and providing LEAN to improve the TAT and quality.

**Achievements:**



* Received eagle award.
* Received team player appreciation kudos.
* Six-Sigma Lean training completion.

**Work Experience: May 2013 to June 2015.**

****

**Organization:** Aon India (Aon Hewitt).

**Designation:** Process Advance.

**Responsibilities:**

* Handling administration of health and welfare benefits.
* Creates and maintain reports on unit level like SLA, Daily Premium report, Weekly wap report, Validating Monthly volume sheet, Monthly Productivity Dash-Board and Quality analysis Report.
* Project Management / People Management (Managing teams to meet the deadline and quality movement of given project).
* Project Handling to improve the efficiency or to automate identified processes with help of available tools in the system.
* Identify opportunities of improvement and recommend/implement solutions to improve the efficiency of process and reduction of errors.
* Acquire and transfer knowledge from onshore team/client (as and when required).

**Achievements:**



* Promoted as Processor Advance.
* Have been awarded Tier 2 and Gold Client Value award from higher management.
* Received team player appreciation kudos many times.
* Also received many Voice of client (VOC) appreciation mails from many clients which been appreciated by higher management.

**Past Work Experience:**

****

September 2012 – May 2013

Organization: EXL India.

Designation: Associate.

Role Description: Researching and analyzing the documents or certificates provided by participants if the documents are acceptable then we provide requested health care coverage’s.

* Maintaining team MIS and interacting with client through email.
* New Hire guidance spoke.

**Academic Qualification:**

****

**Bachelor of Computer Application – (2008-2011)**

Mewar Institute of Management, Ghaziabad

Affiliated to C.C.S University, (Formerly Meerut University)

**Class 12th** from APS CBSE Board.

**Class 10th** from APS CBSE Board.

.

**Personal Dossier:**



* Father Name Mr. Bamdev Mallick
* Mother Name Mrs. Nirmala Mallick
* Date of Birth: 27th Jul’ 1988
* Residential Address: Flat No. 701, Kailash Tower, Kaushambi, Ghaziabad
* Linguistic Skills: English, Hindi, Tamil, Oriya