

SAKSHI DOGRA

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PROFESSIONAL SUMMARY

Professional with 1.8 Yr exp in Operations Management, training & knowledge management, corporate communication & business analytics

HIGHLIGHTS

Operations Management

- Designing business process maps
- Streamlining of process & process improvement initiatives
- Implementation of Data security process Defined by ISO 27001

Training & Knowledge Management

- Design induction training material on claim cycle & other operational processes
- Develop knowledge management model to create relevant knowledge assets

Corporate Communication

- Design and conduct Reward & Recognition program
- Create and circulate newsletters & communication templates for business clientele.

Business Analytics

- Analysis of operational data to identify the scope of improvement.
- Compiling & Delivering business reports to the stakeholders on a regular basis

EXPERIENCE

Credihealth Pvt. Ltd. 5th Oct 2015 till date

- Analysing the operational data to understand the trend of customer search behaviour, conversion rates, referrals & booking patterns and utilizing this trend analysis to streamline the operational process.
- Compiling & Delivering business reports to support decision making.

Reliance General Insurance Co. Ltd. 2nd June 2014 till 30th September 2015

- Designed the business process map describing the life cycle of claim processing and the support teams and also highlighting the key control points for each process.
- Streamlined the end to end process of processing of health claim to reduce the TAT of claim processing from 12 days to 10 days.
- Studied the CRM process handling the claims query to identify the root cause of increased queries. Improved the same by incorporating SMS templates to be sent to the customer at each stage of the claim cycle also designed the content for the SMS and standardised the templates used for communication through email & letters. This initiative brought 10% reduction in the claims query.
- Created the detailed induction training module on the health claim cycle from the receipt of claim to the processing and to the final payment of the claim also defined the role of support teams like provider management, wellness, and risk containment unit.
- For Hyderabad centre defined and implemented the processes as per ISO 27001 standards.
- Created and managed knowledge management model for Hyderabad Health claims Team to capture and develop relevant knowledge assets to meet organizational goals and targets.

- Managed the promotional wellness event for Hyderabad centre
- Designed and circulated newsletters among corporate tie-ups to brief them the annual general updates.
- Designed and conducted Rewards & Recognition for Hyderabad centre.
- SPOC for HR for employee engagement activities for Hyderabad centre.

Indraprastha Apollo Hospital (Internship May-July 2013)

Reduced wait time for patients in ultrasound department

- Studied the patient flow of the department
- Analyzed the loopholes in the existing management process with lean tools
- Achieved 52% reduction in wait time

Standardized inpatient service for anticoagulants and established standard clinical guidelines

- Studied the analysis of ongoing trend of anticoagulation service.
- Analysed the current practice against the ISMP guidelines (Institute for safe Medical Practices) and highlighted the loopholes in the process
- Based on the analysis developed standard clinical guidelines and prepared training program for the nursing staff for the anticoagulant service,
- Designed an anticoagulant card for the patient for the convenience of the patient and the consultant

EDUCATION

Master of Business Administration in Hospital and Healthcare (2014)

University-Symbiosis International University

CGPA- 3.0/4

Certification

Six Sigma Certification-Green Belt

Bachelors of Technology in Biotechnology (2010)

University- Dr. D.Y.Patil Vidyapeeth

Division- First Class

SKILLS

MS Office 2010

Six Sigma Certification

EXTRA-CURRICULAR ACTIVITIES

- Active Volunteer In Joy Of Giving NGO
- Participated in organization of Blood Donation camp at Symbiosis campus 2012
- Participated in organization of Disaster Management workshop at Symbiosis campus 2012
- Participated in National Level even of "Brand Me" T-Shirts designing Competition in 2010
- Helped organizing and participated in fest organizations during graduation.

PERSONAL INFORMATION

- Languages Known: English, Hindi
- Current location: Delhi