

OBJECTIVE

Seeking a challenging position in the field of PMO/Operational Role where my skills will be beneficial, and successful to grow myself along with the organization.

PROFESSIONAL EXPERIENCE

- Senior Associate at **Cognizant, Coimbatore**, from **Jun 2010 to Feb 2023**.
- Associate Manager at **Brillio, Chennai**, from **Mar 2023 to Jun 2024**.

HIGHLIGHTS

- 8.4 years of experience in US Health Care Industry, 3.6 years of experience in People Function Shared Services, and 2.2 years of experience in Operational Excellence with PMO role.

EDUCATIONAL QUALIFICATION

- **B. Sc** with specialization in **Computer Science** from **VLB Janakiammal College of Arts and Science, Coimbatore** [Bharathiar University] in 2009 with 71.2%
- **Higher Secondary** with 56.2% from **Selvapuram Corporation Higher Secondary School, Coimbatore**.
- **SSLC** with 62.8% from **Z.K.M Higher Secondary School, Bodinayakanur**.

PROJECT 4#

BRILLIO TECHNOLOGY PVT LTD: Chennai (**Mar 2023 - Jun 2024**)

Nature of Job: Operations - Vertical

Role: Associate Manager (B1 Band)

PROJECT 3#

COGNIZANT TECHNOLOGY SOLUTIONS: Coimbatore (**May 2022 - Feb 2023**)

Nature of Job: Operational Excellence with PMO role (Operations with PMO)

Role: Senior Analyst – OE (Senior Associate)

PROJECT 2#

COGNIZANT TECHNOLOGY SOLUTIONS: Coimbatore (**Oct 2018 - May 2022**)

Nature of Job: PMO Shared Services (Project Management Operations)

Role: Executive-HR (Associate)

PROJECT 1#

COGNIZANT TECHNOLOGY SOLUTIONS: Coimbatore (**Jun 2010 - Oct 2018**)

Nature of Job: Claim Adjudication

Role: Process Specialist - Data (SME)

COMPETENCIES

- ✓ Project Management
- ✓ Resource Management
- ✓ Financial Management
- ✓ Contract/PO Management
- ✓ Timesheet/BGV Tracking
- ✓ Revenue, Margin, Forecast, Cost Analysis
- ✓ PMO Transition
- ✓ P&L Management

ROLES AND RESPONSIBILITIES

As an Associate Manager (Ops Manager, Brillio),

- ✓ P&L Management, analysis & knowledge sharing with Delivery Partners & Delivery managers.
- ✓ CQ, CQ1 revenue & margin forecasts.
- ✓ Analysis of flash revenue and P&L (Forecast Accuracy, Margin walks, Revenue Walks).
- ✓ Margin improvement: Planning, modeling & program managing elevate at a vertical level and for critical accounts.
- ✓ Strategic & hygiene checks: FRF vs SFDC revenue, bench & soft-locks, deployment commitments, talent transfers.
- ✓ Strategic view of key PSC metrics such as revenue leakage, FRF prioritization, demand planning etc.,
- ✓ Leadership On-boarding, End to end ramp up support, Maintain knowledge material repository.
- ✓ Allocation Hygiene, resource on-boarding, off-boarding, BGV tracker, Timesheet compliance, SOW/PO management.
- ✓ Standardization of processes across the practice & portfolios; Partner with strategy lead, DPs/DMs to drive org priorities.
- ✓ Prepare for Monthly & Quarterly leadership ● provide vertical level information.
- ✓ Upkeep of vertical dashboards.
- ✓ Scheduling interviews with customer for new/existing open positions to get it fulfilled.
- ✓ Initiating on-boarding in Fieldglass/VNDLY and following with candidates until they can login customer specific environments.
- ✓ Providing introductory email with customers for the newly on-boarded resources and get their KT start soon to make them billable on the account.

As a Senior Analyst (Senior Associate, Cognizant),

- ✓ Providing support services to Program/Project managers and customers, ensuring adherence to delivery standards and data quality.
- ✓ Financial Management support through creation of FTE analysis reports, timesheet tracking/reporting
- ✓ Experience of working in a project environment and skilled in project management standards, with awareness and understanding of the E2E delivery lifecycle. Good standard of use with MS Excel, SharePoint & MS Project.
- ✓ Perform Cost Management by identifying each of the costs; costs incurred prior approvals and monitor costs from an overall project perspective.
- ✓ Perform project closure activities including closure of documents, contracts, resource releases and related communication.
- ✓ Analyzing the Reasons for gap in Pipeline/Margin and share the details with account AM/CP/DP.
- ✓ Preparing the report with reasons for difference between Flash Revenue Vs Forecast and forecast budget Vs Actuals.
- ✓ Responsible for new project creation and contract creation.
- ✓ On boarding new projects and explaining Managers on PMO activities.
- ✓ Responsible for resourcing - On boarding and off boarding of the associates, taking care of their credentials.
- ✓ Adding relevant timesheets and assigning approvers.
- ✓ Preparing the billing input and see that invoices generated and submitted the customer on time.
- ✓ Tracking of pending invoices and submits it on time.
- ✓ Maintaining other Project activities.
- ✓ Preparing weekly reports for the team and management.
- ✓ Responsible for monthly billing and invoice generation.
- ✓ Responsible for approving expenses and raising expense invoices.
- ✓ Weekly conference calls with project leads to discuss the variances against monthly forecast.
- ✓ Role of tracking Budget and Forecast vs Actual.
- ✓ Reconciliation of project level reports.
- ✓ Publishing the AR aging reports to the EPL/EDP and CP.
- ✓ Following up with Client on the pending payments.

As an Executive (Associate, Cognizant),

- ✓ Creating SO@s and allocating resources based on the project requirements.
- ✓ Preparing the SOW as per the Customer & Cognizant deals and gets the new projects to Cognizant.
- ✓ Preparing the invoices based on the worked projects, bill it to Customer on monthly basis, and generate the revenue for Cognizant.

- ✓ Play an active role as a PM and work along with the team members to meet the organizational objectives.
- ✓ Working on the Forecasting, Actuals report for all the billable projects.
- ✓ Do the project changes, associate assignment changes in internal system as per the account team confirmation.
- ✓ Following up with associates to submit their timesheets for every week and get the compliance percentage as per Cognizant policy.
- ✓ Closely working with PM, EPL, EDP, CSE, CP to get the things done for the projects.
- ✓ Generate the Cognizant invoices and submit them to the respective customers to receive the payments on time as per the SOW Payment Terms.
- ✓ Updating and reconciling PO documents in the SharePoint (PO tracker).
- ✓ Maintaining the SOW's/PO's and reminds the PMs of renewal of SOW's if any.
- ✓ Reconcile the received payment and map them with the generated invoices to avoid the AR interest.
- ✓ Following up with Customer directly to get the invoices paid on time as per the SOW terms to avoid the AR interest.
- ✓ Working on the reserves, AR analysis on regular basis for the project perspective and keep it up to date in our internal system without having any issues.
- ✓ Preparing monthly and quarterly performance to the management through PPT.
- ✓ Conducting training sessions to the new hires to cover the PMO activities.
- ✓ Conducting weekly huddles session with team to discuss the process updates and clarifying their queries.

As a Non-Voice BPS (SME, Cognizant),

- ✓ Outstanding knowledge of claims processing and medical terminology.
- ✓ Responsible for performing data entry skills as well as clerical skills.
- ✓ Acquired time management skills with exceptional ability to prioritize multiple tasks specifically to meet crucial deadlines.
- ✓ Reviewed electronic Workers Compensation claims and processes data as required into the claims system, resolved computer generated correct conditions, and determined right payments.
- ✓ Researched and practice claim payment adjustments resulting from consumer service referrals, audited data incorrectness as detected.
- ✓ Exercised excellent judgment, interpreted medical claim data and contracts.
- ✓ Taking care of daily deliverables as per customer SLA in terms production, quality and TAT.
- ✓ Taking care of MIS reports and other reports, this will be shared to management and the team.
- ✓ Interacting with Customers in client in call/mail on need based and educates the team.
- ✓ Providing training to the new associates those who newly join the team and providing all the supports that they need.
- ✓ Providing other trainings to the team like shortcuts/formula in Excel, Email Ethics etc.
- ✓ Auditing the claims, which are produced by the operations team, and sharing the audit reports to the team on a daily basis.
- ✓ Discussing the errors with the processors as well as the team to avoid the repeated errors.
- ✓ Conducting team huddles on a daily basis and refresher sessions on periodical basis.

PERSONAL DETAILS

Name:	Vignesh V
Father's Name:	Viswanathan B
Date of Birth:	August 25, 1989
Gender:	Male
Marital Status:	Married

DECLARATION

I hereby declare that the all the above information is true to the best of my knowledge, and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Chennai
Date:

Yours Sincerely,
Vignesh Viswanathan