

SAILAJA CHAPPIDI

Senior Process Associate

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Detail-oriented process management and client servicing expert with **8+ years** of experience in healthcare. Specializes in quality management, team training and client relationship management with a track record of driving operational efficiency and meeting service-level agreements (SLAs) consistently. **Certified Professional Coder (CPC) with foundational experience in healthcare** and a strong foundation in regulatory compliance relevant to the healthcare sectors. Adaptable, culturally aware, and proficient in leading teams, offering a blend of hard and soft skills essential for high-impact roles in the UAE's diverse, client-focused market.

KEY HIGHLIGHTS

- **Process Excellence:** Led RCA and CAPA initiatives, optimizing workflows and enhancing KPI tracking
- **Client Relations:** Ensured SLA compliance and managed escalations, improving customer retention
- **Team Leadership:** Directed training and development, increasing team efficiency and motivation
- **Data Analysis:** Enhanced reporting accuracy and operational transparency through advanced analytics
- **Adaptability:** Excelled in managing priorities and adapting strategies in dynamic settings

PROFESSIONAL EXPERIENCE

Senior Process Associate

Cognizant Technological Solutions (CTS), Mar 2016 – Present

Quality Assurance and Process Improvement

- **Process Testing and Improvement:** Conducted knowledge tests and led RCA & CAPA initiatives to enhance process accuracy
- **Accuracy Management:** Shared process insights to consistently achieve 100% accuracy

Client Servicing

- **SLA Adherence:** Maintained strict adherence to Service Level Agreements, enhancing operational continuity and client service levels
- **Client Relationship Management:** Managed daily client communications, including emails and scheduled calls, to create strong relationships and ensure continuous satisfaction

Policy Management, Compliance and Accuracy

- **Escalation Policy Management:** Managed and updated escalation policies to align with client manuals and ensure team compliance
- **Detail Verification:** Investigated and resolved policy discrepancies, ensuring accuracy and compliance in client data

Operational Efficiency

- **Queue and Dashboard Management:** Oversaw daily operations, ensuring accurate tracking and management of work queues and dashboards

Resource Management

- **Work Allocation:** Directed work distribution among team members to optimize productivity and balance workloads

Training and Quality Control

- **Training Leadership:** Led training programs to enhance team capabilities
- **Quality Management:** Conducted quality assurance activities, elevating service standards and process accuracy
- **Meeting Coordination:** Prepared and circulated minutes of meetings, enhancing communication between clients and the team

Community Engagement

- **Event Participation:** Volunteered and performed in various company events, including national holidays and annual celebrations, promoting team cohesion

ACHIEVEMENTS

- Earned Spot Light and Unicorn Awards for exceptional performance, alongside appreciation emails
- Recognized as a strong and consistent performer within the team

EDUCATION

- **Master of Pharmacy (M.Pharm),** Scient Institute of Pharmacy, India | 2016-2018
- **Bachelor of Pharmacy (B.Pharm),** Avanthi Institute of Pharmacy, India | 2011-2015



KEY SKILLS

- Customer Service
- Escalation Policy Management
- Queue Management
- Dashboard Maintenance
- Service Level Agreement Adherence
- Process Optimization
- Compliance and Quality Control

JOB-RELATED SKILLS

- Training Management
- Quality Management
- Report Handling
- Minute Taking
- Detail Verification
- Workflow Requirement Capturing
- Knowledge Testing
- Root Cause Analysis
- Corrective Action Planning
- Accuracy Maintenance
- Process Query Support

TRANSFERABLE SKILLS

- Event Participation
- Leadership and Team Management
- Client Relationship Management
- Work Allocation

CERTIFICATION

- **Certified Professional Coder (CPC),** CPC Member ID- 01858733

PERSONAL DETAILS

- Address: Hyderabad, India
- Date of Birth: 26.02.1993
- Indian