



# SAMAY KAMRA

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Dear [Employer's Name],

I am writing to express my interest in the [Job Title] position at [Company Name], as advertised. With over 18 years of extensive experience in healthcare operations, coupled with a proven track record in payor and provider business, I believe I possess the skills and expertise required to make a significant contribution to your team.

Throughout my career, I have consistently demonstrated proficiency in client management, solution design, and transition management within the insurance industry. My in-depth knowledge spans areas such as medical bill review, utilization management, revenue cycle management (RCM), provider data management, and benefit coding. Additionally, my skill set extends to encompass customer service and pharmacy billing, contributing to a comprehensive understanding of healthcare operations.

In my previous roles, I have successfully formulated and executed strategies, participated in Request for Proposals (RFPs), and held senior management positions with global operations responsibilities. My leadership has been instrumental in driving cross-functional teams towards the achievement of quality standards and Key Performance Indicators (KPIs), resulting in a culture of performance excellence.

I am particularly excited about the opportunity at [Company Name] due to its reputation for innovation and commitment to delivering exceptional healthcare services. My experience aligns seamlessly with the requirements outlined for the [Job Title] position, and I am confident that my skills in strategy formulation, RFPs, and senior management roles make me a valuable candidate.

Enclosed with this letter is my resume, which provides further details about my professional background. I am eager to discuss how my skills and experiences can contribute to the continued success of [Company Name]. Thank you for considering my application. I look forward to the possibility of discussing my candidacy in further detail.

Sincerely,

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## PROFILE SUMMARY

A certified healthcare professional with 18+ years of experience in healthcare operations, specializing in payor and provider business. Expert in client management, solution design, and transition management within the insurance industry. Proficient in medical bill review, utilization management, revenue cycle management (RCM), provider data management, and benefit coding. Skilled in customer service and pharmacy billing. Experienced in strategy formulation, RFPs, and senior management roles with global operations responsibilities. Led cross-functional teams and implemented quality standards and KPIs for performance excellence.

## CAREER TIMELINE

Since Mar 2021

Customer Lead /Assistant General Manager Operations

Tata Consultancy Services - (Healthcare Operations)

Nov 2017 to May 2019

Asst. General Manager – Operations Hinduja Global Solutions, Mumbai

Nov 2010 to Jan 2015

Team Manager – Operations Cognizant Technology Solutions, Chennai



May 2019 to Mar 2021

Associate Vice president/Sr. Group Manager Operations

WNS Global Services (Healthcare Operations)

Jan 2015 to Mar 2017

Senior Manager – Operations Accenture Services Pvt Ltd, Chennai

Apr 2005 – Oct 2010

Team Leader – Operations Ajuba Solutions Pvt Ltd, Chennai

## WORK EXPERIENCE

Since Mar 2021

Customer Lead / Assistant General Manager Operations

Tata Consultancy Services - (Healthcare Operations)

### Role Summary

#### Revenue Accountability

Take ownership of revenue accountability for Provider Data Management services, leading offshore operations for multiple clients and processes with a target revenue of \$15 million USD. Implement strategies to achieve revenue goals, including client retention, upselling, and identifying new revenue opportunities.

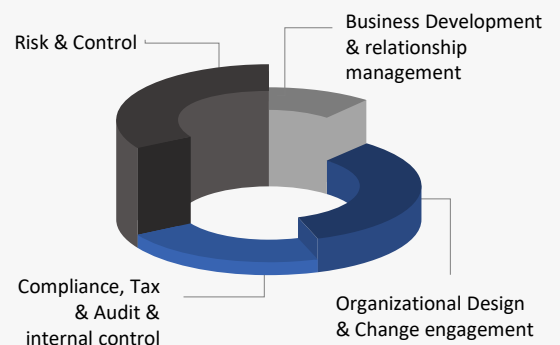
#### Solution Development and Proposal Management

Develop evolved solutions and proposals in response to Request for Proposals (RFPs), Request for Quotations (RFQs), and Request for Information (RFI). Collaborate with cross-functional teams to create innovative and competitive solutions that address client needs and maximize win rates.

#### Go-To-Market Strategy

Develop and execute a comprehensive Go-To-Market strategy for Provider Management, Healthcare claims, and Medical Bill Review services. Identify target markets, analyze customer needs and preferences, and devise strategies to effectively position the services in the market. Lead key initiatives to explore and capitalize on new opportunities in the domain.

## SKILLS PORTFOLIO



## CERTIFICATIONS

- Leadership Development Programs - OnTrack Leadership certified
- CCAT - Certified
- Completed AHM 250 - Managed Healthcare
- Cognizant Certified Benefit coding professional

## May 2019 to Mar 2021

Associate Vice president / Sr. Group Manager Operations

WNS Global Services (Healthcare Operations)

### Role Summary

#### Revenue Accountability

Take ownership of revenue accountability for multiple clients and multiple processes, leading offshore operations with a revenue target of \$8 million USD. Develop and implement strategies to achieve revenue goals, including client retention, upselling, and identifying new revenue opportunities.

#### Offshore Coding Center Development

Successfully develop an offshore Coding center for large healthcare providers. Ensure the center's establishment, including infrastructure setup, process development, talent acquisition, and compliance with industry standards. Drive operational efficiency and quality in coding services.

#### Go-To-Market Strategy and RFP Responses

Develop and execute a comprehensive Go-To-Market strategy for Provider Management, Healthcare claims, and Medical Bill Review services. Identify target markets, analyze customer needs, and devise strategies to effectively position the services. Lead the development of RFP responses to win new business opportunities.

#### Systems Transition and Process Improvement

Lead the transition of systems for upgrading versions to achieve operational efficiency in various operations. Spearhead process improvement initiatives to streamline workflows, enhance productivity, and optimize resource utilization.

#### Team Management

Manage a total Full-Time Equivalent (FTE) strength of 650+ employees across three locations. Provide leadership, guidance, and support to the team to ensure optimal performance, employee engagement, and alignment with organizational objectives.

## Nov 2017 to May 2019

Asst. General Manager – Operations

Hinduja Global Solutions, Mumbai

### Role Summary

#### Team Leadership and Performance

Lead a team of 350+ specialized healthcare claims associates. Provide solid leadership to Managers, leads, and staff. Ensure operational needs are met with a target of 20% annual growth.

#### Process Optimization and Standardization

Develop and implement standardized workflow processes utilizing lean principles. Minimize process variations, raise quality, and reduce waste. Bring uniformity and consistency to day-to-day operations.

#### Cost Management and Efficiency

Identify opportunities for cost reduction and efficiency improvement. Implement process standardization and lean principles to achieve cost savings. Reduce operating expenses by 15% within the first 6 months.

#### Regulatory Compliance and Auditing

Ensure adherence to regulatory compliance standards for the center. Exceed all compliance standards set by internal and external sources. Successfully undergo audits conducted by internal and external sources.

## Jan 2015 to Mar 2017

Senior Manager – Operations

Accenture Services Pvt Ltd, Chennai

### Role Summary

#### Team Leadership and Global Delivery Management

Lead a team of 230+ associates responsible for global delivery. Manage customer engagements for Provider Data Management & Contract Management. Ensure adherence to Company strategy, standards, and policies. Develop the team, setting and encouraging high standards of performance and professionalism. Meet SLAs (Service Level Agreements) and KPIs (Key Performance Indicators) set for the team.

#### Customer Care and Relationship Management

Promote a strong customer care culture aligned with Company strategy. Foster customer satisfaction and maintain strong relationships. Ensure customer needs are met in line with SLAs and KPIs. Address client concerns promptly and effectively.

#### Operational Administration and Management:

Oversee key administrative functions, including acquisition, business planning, training, operational delivery, office management, MIS (Management Information System), quality performance, and people management. Ensure efficient and effective operations in these areas. Implement process improvements to enhance productivity and performance.

## SIGNATURE SKILLS

Regulatory reporting

Balance Sheet Management

People development & training

Analytics & management reporting

Budgeting, Planning & Implementation

Large Staff Management & Control

Turnaround & Crisis Management

Expenses Management & Control



***Client Satisfaction and Performance Achievement:***

Take accountability for client satisfaction within the area of responsibility. Meet and exceed service level agreements with clients. Ensure achievement of key performance indicators and project milestones. Continuously monitor and improve performance to enhance client satisfaction.

**Nov 2010 to Jan 2015**

Team Manager – Operations

Cognizant Technology Solutions, Chennai

**Role Summary**

***Team Management and Performance***

Manage teams of 120 people responsible for Benefit coding, summary of Benefit & Coverage, and Claims testing (IT). Ensure effective performance management, including staffing norms, performance appraisals, and recruitments. Foster a high-performing team culture and optimize team productivity.

***Operations Management and Supervision***

Supervise the overall management and day-to-day operations across Chennai and Coimbatore locations. Monitor operational performance and identify areas for improvement. Implement initiatives to streamline procedures and enhance operational efficiency.

***Integration of Delivery Systems***

Facilitate the integration of delivery systems to achieve organizational objectives. Identify opportunities to improve processes and systems for better operational outcomes. Collaborate with cross-functional teams to implement system integration initiatives.

***Standard Operating Procedures (SOP) Development:***

Streamline procedures and develop standardized operating procedures (SOPs). Ensure adherence to SOPs for smooth operations and consistency in service delivery. Continuously improve and update SOPs based on operational needs and feedback.

**Apr 2005 – Oct 2010**

Team Leader – Operations

Ajuba Solutions Pvt Ltd, Chennai

**Joined as Junior Account Executive; received multiple promotions to the level of Team lead in Oct 2008.**

***Executive Coaching and Evaluation***

Coach executives on Voice and Accent, Simulation calls, and Product Knowledge. Evaluate associates before admission to operations. Ensure high-quality performance and readiness of executives.

***Process Expertise***

Demonstrate expertise in various processes, including Patient Information, Procedure Entry, Insurance Verification, AR Analysis, follow-up. Excel in Cash Posting and Revenue Cycle Management. Stay updated on industry best practices and process improvements.

***Electronic Data Interchange (EDI) and Credit Refund Management***

Specialize in Electronic Data Interchange, including transmission and rejection management. Manage Credit Refund processes, including suspense account management. Ensure accuracy and efficiency in EDI and Credit Refund operations.

***Accounts Receivable (AR) and Self-pay Follow-up:***

Take ownership of end-to-end AR management. Expertly handle Self-pay follow-up processes. Ensure timely and effective resolution of outstanding accounts.

## ACADEMICS

- Bachelor of Business Administration-Madras Univ. S
- Diploma in Computer Applications

Experienced professional with 36+ years of expertise in sales strategies, management, and leadership. Proven track record in boosting sales and driving business growth across diverse product categories such as paints, floor coatings, and thermal insulation. Skilled in seamlessly managing cross-functional teams, optimizing operations, and ensuring efficient distributions to achieve revenue and profitability targets.

As a strategic thinker, I have successfully developed and executed initiatives that have resulted in significant sales growth and market expansion. I take pride in my capacity to lead and motivate high-performing sales teams, fostering a culture of excellence and achieving exceptional results. With adept communication and interpersonal skills, I have forged strong client relationships and strategic partnerships, driving customer satisfaction and loyalty.

With a visionary mindset, I consistently identify new business opportunities, leverage market trends, and steer organizational success. I am well-suited for C-Suite roles, bringing extensive experience, strategic thinking, and a results-oriented approach to executive decision-making. My proven ability to deliver impactful results, combined with my passion for driving growth, makes me a valuable asset to any organization.

*Let's connect and explore ways to drive your business forward.*

## Skills

Sales Strategy and Planning, Market Analysis, Sales Forecasting, Strategic Planning, Territory Management, Team Leadership and Management, Coaching and Mentoring, Performance Management, Recruitment and Training, Customer Relationship Management, Customer Retention, Sales Performance Analysis, Sales Data Analysis, KPI Tracking, Sales Reporting, Business Development Expertise, New Market Identification, Business Expansion, Key Account Development, Partnerships and Alliances, Communication, Cross-functional Collaboration, Relationship Building

## WORK EXPERIENCE

### Regional Sales Manager – Middle East & Africa, General Mineral Industries (Manufacturers of Precipitated Calcium Carbonate) Ajman, UAE | Feb 2022 - Present

Managing and expanding distribution in multiple countries (Iraq, Jordan, Egypt, Algeria, South Africa, Kenya) while overseeing PCC business. Identifying new opportunities and market trends for maximum sales growth, monitoring regional and national sales performance, and implementing strategies for improvement. Successfully increasing sales volume from 500 MT to 850 MT in the Middle East and North Africa. Leading the development of budgeting and forecasting strategies, providing guidance to the sales team, conducting performance evaluations, and collaborating with cross-functional teams. Implementing customer-centric initiatives, maintaining key client relationships, and exceeding customer expectations to drive growth and loyalty.

### Regional Sales Director – Middle East & North Africa, StonCor Middle East (Manufacturers of Protective Coatings, Floor Coatings, and Fibergate), Dubai | Oct 2018 – Feb 2021

Successfully managed the distribution business (Iraq, Jordan, Egypt) and branch offices in Kuwait, Qatar, and Saudi Arabia. Led a team of sales professionals, technical service engineers, and customer service representatives, resulting in a 65% reduction in bad debts and a decrease in Average Collection days. Developed national and regional business strategies to boost market share and profitability in collaboration with the Managing Director in Dubai. Implemented strategic sales plans, analyzed market trends, and identified growth opportunities.

### Head of Sales – MENA & South East Asia, Reichhold Inc (Manufacturers of Unsaturated Polyester Resins), Dubai | May 2013 – Oct 2018

Managed a diverse product portfolio including UPR, Vinyl Esters, Peroxide, and Applyor Spares. Led sales and marketing efforts in the MENA region, Maldives, Sri Lanka & Phillipines, achieving annual sales exceeding AED 100M. Successfully expanded market presence into Oman, Qatar, Maldives, and Sri Lanka. Traded MEKP and applicator machines/spare parts, boosting sales from 15K to 50K a month with a 70% margin. Achieved zero bad debts in 2018. Collaborated closely with finance, sales/customer service, HR, and technical support departments.

### Country Sales Manager – KSA, Akzo Nobel Packaging Coatings (Manufacturer of Coatings) | Nov 2010 – Apr 2013

Handled product categories such as Beer & Beverage Cans (B&B), Food Closure and General Lines (FCG), and Inks. Achieved significant market share growth in FCG (20% from 3%) and inks (30% from 17%), maintaining the top position in B&B. Value-engineered products to meet local demand and successfully implemented STNC (Sales to Near Close) targets, ensuring accurate forecasting.

### Head of UAE Sales, Caparol LLC (Manufacturer of Paints), Dubai, UAE | Feb 1999 – Oct 2010

Led a team and oversaw decorative paints, floor coatings, and thermal insulation products. Achieved profitable operations with annual sales surpassing AED 40M. Successfully established business operations in Qatar, reaching a value of QR 2.5 million within a year. Expanded operations to Sharjah and Northern Emirates, growing the business from AED 1.2M to AED 6.0M in just two years.

## PREVIOUS EXPOSURE

Sales Manager, Suhail & Saud Bahwan LLC, Muscat, Oman (Building Material Company) | Oct 1995 – Jan 1999

Senior Sales Officer, Jenson & Nicholans (I) Ltd (Manufacturers of Paints), Bangalore, India | Oct 1986 – Oct 1995