

HIMANI ASIJA

Gurugram, HR / +917011079813 / himaniasija8@gmail.com /
linkedin.com/in/https://in.linkedin.com/in/himani-asiya-7a48b2195

WORK EXPERIENCE

Manager Business Development

Modern Diagnostic and Research Centre

Sep 2024 to Current, Gurugram

- Led a team of Customer Success Executives, strategizing and implementing proactive operational approaches to swiftly resolve customer issues and exceed their expectations.
- Managing International relationships with international labs for the outsource business.
- Managing relationships with Domestic labs for Outsource business.
- Managed and tracked Customer Satisfaction (CSAT) and Net Promoter Score (NPS) operationally, utilizing the insights for operational enhancements that boosted customer satisfaction.
- Directed all global lab empanelment operations, including negotiation, coordination, and issue resolution, ensuring seamless operation from inception to going live.
- Handling Conversions from walk-in patients for their various testing requirements.
- Implemented home collection SOP for the home collection staff.
- Implemented Radiology test SOP for the front office and call center staff.
- Implemented discount policy and SOP for the conversion of the leads.
- Effectively allocated resources within the team, ensuring optimal utilization. Monitored team performance and provided regular feedback, fostering high performance, reducing attrition, and addressing staff grievances.
- Ensure on time delivery of patients reports and priority delivery of urgent reports.
- Managing coordination with internal stakeholders for the client quires, IT implementations, Price negotiations.

Regional Manager Client Servicing

HT Media Ltd (shine.com)

May 2022 – Feb 2024

Gurugram, HR

- Led a team of Customer Success Executives, strategizing and implementing proactive operational approaches to swiftly resolve customer issues and exceed their expectations.
- Held comprehensive operational responsibility for the customer service delivery and engagement process within the corporate retail segment, ensuring operational excellence from start to finish.
- Spearheaded the institutionalization and operational tracking of key inbound metrics, providing valuable operational insights for continuous improvement.
- Managed and tracked Customer Satisfaction (CSAT) and Net Promoter Score (NPS) operationally, utilizing the insights for operational enhancements that boosted customer satisfaction.
- Collaborated operationally with products and technology teams, operationalizing customer insights to prioritize, resolve, and ensure timely delivery of integrations for a diverse portfolio of clients.
- Devised an operational strategy and executed plans operationally to re-engage with customers who had discontinued our services, operationally winning them back.
- Achieved operational success in driving upsell and cross-sell targets within the initial two months of onboarding new clients, operationalizing revenue-generating opportunities.

Operations Supervisor

Stemz Global Pvt Limited

July 2020 – May 2022

Gurugram, HR

- Directed all global lab empanelment operations, including partner identification, negotiation, coordination, and issue resolution, ensuring seamless operation from inception to going live.
- Orchestrated the closure of new lab empanelments, negotiated pricing revisions, and maintained up-to-date master files from the backend. Ensured lab compliance and kept regulatory approvals and MOUs up-to-date in accordance with defined SLAs.
- Coordinated with legal counsel and the safety department to ensure operational processes remained compliant with established guidelines and regulations.
- Effectively allocated resources within the team, ensuring optimal utilization. Monitored team performance and provided regular feedback, fostering high performance, reducing attrition, and addressing staff grievances.
- Collaborated with the call center team to manage escalations and established a systematic process for collecting customer feedback at all service touchpoints, facilitating continuous improvement.

Assistant Supervisor <- Sr Financial counselor <- Senior assistant

Nov 2012 – March 2020

Fortis Healthcare Pvt Limited

Delhi, DL

- Compiled and analyzed reports on patients, policies, and countries. Worked on achieving a target conversion rate of 85 percent for patients transitioning from outpatient (OPD) to inpatient (IPD) services.
- Analyzed data from the billing department, outpatient/inpatient department, and international/public sector patient service department. Conducted investigations into patient claims and discrepancies between provided estimates and final bills.
- Provided patient counseling on healthcare plans and resolved any disputes that arose during their journey from admission to discharge. Generated bills and managed billing-related concerns.
- Addressed disputes related to billing and actively pursued proper recovery procedures. Managed staff rosters and updated them in the system for shift reporting.
- Provided patient counseling on various healthcare plans and facilitated billing processes, including addressing any disputes during their journey from admission to discharge.
- Collaborated with the Third-Party Administration (TPA) department to facilitate proper settlements with third-party service providers, enhancing financial efficiency.

PCC (Executive Operations)

May 2010 – Oct 2012

Max Healthcare Private Limited

Delhi, DL

- Managed the patient registration process with meticulous attention to detail, accurately recording patient information and medical history.
- Provided valuable support and coordination for the Primary Healthcare Department, facilitating smooth departmental operations.
- Assumed responsibility for the Electronic Private Branch Exchange (EPBAX) system, overseeing its operations, maintenance, and troubleshooting.

CERTIFICATIONS

Certified Six Sigma - Green Belt / ISEL International Society For Executive Learning

2019

Certified Six Sigma - Black Belt / ISEL International Society For Executive Learning

2020

EDUCATION

IGNOU

2013

Master of Business Administration - HR

Delhi, DL

Delhi University

2009

Bachelor of commerce

Delhi, DL

C.B.S.E

2006

Higher Secondary

Delhi, DL

C.B.S.E

2004

Senior Secondary

Delhi, DL

