

Udit Singh

Operations Associate

Detail-oriented Operations Associate with 1.8+ years of experience in SLA-driven environments at EXL and British Council. Skilled in data validation, discrepancy resolution, and handling high-volume workflows with proven accuracy of 99.8%. Possess foundational knowledge of Revenue Cycle Management (RCM), Accounts Receivable (AR), and denial handling processes. Adept at maintaining data confidentiality and compliance standards.

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📍 Ghaziabad, India

WORK EXPERIENCE

Executive – Back Office Operations (Mailing & Documentation Process)

EXL

01/2026 - 03/2026

Noida

Achievements/Tasks

- Managed high-volume email and documentation workflows in an SLA-driven environment
- Performed data validation, record updates, and quality checks ensuring high accuracy
- Resolved discrepancies and maintained data integrity across transactions
- Handled sensitive client data while adhering to strict compliance and security standards
- Collaborated with internal teams to improve process efficiency and turnaround time
- Experience aligned with transaction processing and workflow handling similar to RCM operations

Process Executive – Clerical Marker & Operations

British Council

07/2024 - 01/2026

Noida, India

Achievements/Tasks

- Evaluated IELTS answer sheets ensuring accuracy and adherence to guidelines
- Maintained confidentiality of sensitive academic and financial data
- Verified and validated student records and payment data with 99.8% accuracy
- Identified and resolved discrepancies in records to ensure data integrity
- Recognized for maintaining high-quality standards and meeting strict deadlines

EDUCATION

Master of Commerce (M.Com)

Regional College of Commerce

06/2021 - 06/2023

Bareilly

Bachelor of Commerce (B.Com)

Regional College of Commerce

06/2018 - 06/2021

Bareilly

Intermediate

JBS Public School

04/2017 - 04/2018

Bareilly

SKILLS

MS Excel

Documentation Management

Problem Solving

Back Office Operations

Record Reconciliation

Quality Assurance

SLA Adherence

Data Entry

Emails and Workflow Management

MIS Reporting

CERTIFICATES

Advanced Google Analytics

Google

Google Analytics for Beginners

Google

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

INTERESTS

Football