



Personal Information

Full Name	Mayuresh P
Address	Kalyan, India
Current Job Title	Associate
Availability to join (in days)	15-20

Candidate Summary

Experienced professional with expertise in workforce management, team coordination, and operational efficiency. Proven ability to handle health insurance-related calls, initiate prior authorizations, and ensure compliance with KPIs. Skilled in managing real-time queue performance, staffing adjustments, and publishing performance reports. Additionally, adept at society management tasks, including fund collection, bank reconciliation, and resolving member issues. Holds a Bachelor of Commerce degree from Mumbai University.

Educational Qualification

Degree and Specialization	Institution
Bcom (2020)	Mumbai University
Hsc (2016)	State Board of Maharashtra
Ssc (2014)	State Board of Maharashtra

Skills

- Basic Computer knowledge
- Tally +GST
- Effective time Management
- Advance Excel
- Real-time queue
- SLA, Call Adherence, Shrinkage, Occupancy, Staffing
- Real-time dashboards & hourly performance reports
- Verint

Work Experience Summary

Timeline	Role	Company / Client
Feb 2026 - Present	Front-Desk	Jupiter Hospital
30/06/2023 - 29/01/2026	Associate	Wipro
Aug 2022 - Mar 2023	Society Manager	Madhav Sankalp

Work Experience

Company Jupiter Hospital
Duration Feb 2026 - Present
Role Front-Desk

Company Wipro
Duration 30/06/2023 - 29/01/2026
Role Associate

Responsibilities

- Handling call regarding to the health insurance
- Initiating the Prior Authorisation as per the benefit plan
- Handling the team Quality assuring to meet the target as per the KPI's
- Monitored real-time call queues, agent adherence, shrinkage, AHT, ASA, abandon rate, and service level to ensure business KPIs were met
- Managing adherence and shrinkage in real time
- Ensuring staffing levels meet forecast requirements
- Communicating with operations to control absenteeism, breaks, overstaffing, etc.
- Managed intraday staffing adjustments, including skill reassignments, overtime, and voluntary time off to balance workload
- Published real-time dashboards and hourly performance reports to operations and leadership
- Coordinated with operations, scheduling, and workforce teams to implement contingency plans during outages or volume spikes
- Analyzed trends in call arrival patterns and recommended process improvements for better efficiency

Company

Madhav Sankalp

Duration

Aug 2022 - Mar 2023

Role

Society Manager

Responsibilities

- Handling the managerial work
- Handling the day-to-day experience
- Collection of the funds from the vendor, member, and the event
- Maintaining the bank reconciliation and the accounts related
- Resolving the day-to-day issues of the society members