

**Yonus Ali Mohammed**  
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**Team Manager (Operations)** - With 8+ years of experience in Accounts Payable , Health care & Bank reconciliation with extensive range of skills including Team Management, Reporting, SLA management, People Engagement, Training. Possess strong interpersonal and analytical skills, endowed with keenness and attitude for self-learning

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**Objective:**

To work in an organization that uses my expertise in People Management to constantly challenge my limits and provide me with opportunities to learn, evolve and contribute towards the growth and vision of the company.

**Key Skills:**

- Ability to supervise, direct, inspires, train, educate and coach team members
- Ability to Plan, Prioritize and work independently
- Good exposure on excel
- Meet challenges head-on and always find a way to effectively complete multiple tasks
- Ability to quickly adapt to business changes and incorporate the new learning or acquired skills into organizational strategy
- Work closely with Support Functions to ensure implementation of new strategic initiatives, as well as work with cross-functional & cross-cultural teams
- Work with business partners to identify ways to improve business process and customer satisfaction

**Employment Summary**

**1) Cognizant (Dec-2020 – Sep-2021)**

**Client : Microsoft                      Position : Team Manager**

We deal with Microsoft incentive Operations, deal with the queries of Microsoft partners for account payable.

- Handled team for Queries and Payments
- Set up a team for Global Gatekeeping team
- Trained team in Global Gatekeeping and queue management
- Created SOP for case Management & Escalation Management
- Driving tools access to closure
- Driving process accuracy
- Client management to resolve escalation and queries
- Drive team for closure with accuracy
- Provide feedback wherever necessary

**Operational Responsibilities** - Drive teams to achieve process SLAs / metrics – Inventory Management, TAT, FCR, Productivity, and Quality and AHT targets within the established timelines. Optimize resource utilization through cross training initiatives and buffer management. Maintain operations rigor around daily

huddles, knowledge management, cross training etc. Mentors on escalations, auditing and monitoring work per the Process Audit Plan & Targets. Manage team absenteeism.

**Client Engagement** - Manage and resolve escalations, and issues raised by Clients and process specialists. Facilitating and conducting the weekly process reviews, joint call calibration/ side by sides and daily calls to drive business excellence. Collaboration with partner management on daily basis.

**Team Engagement** - Conduct appraisals and 1 on 1's for team in a timely fashion. Provide Quality feedback/Client feedback implement process training or refresher training if required. Identifying the bottom quartiles, documenting action plan, monitor and review performance with the agents. Conducting Skip level meetings and working on the actionable.

**Reporting Responsibilities** – Prepare Production, Internal quality, utilization, login logout, attendance reports for the Span.

## **2) Optum Global Solutions ( March 2017 –Feb 2020)**

**Client: UHG      Position: Assistant Manager**

We deal with claims in M&R (Medicare and Retirement) ORS Rework. We are held responsible for provider requests for adjustments/refund/upheld/dismiss.

Roles and Responsibilities:

- Driving the key operational metrics (TAT/Production/Quality)
  - Inventory management
  - Capacity planning
  - Attrition Management
  - Driving Process accuracy and adhering to standard operating procedures
  - Driving Employee Engagement activities at Span level
  - Hiring and Recruitment
  - Change and Innovation- active member working with Black belt on process Bright ideas and automations.
- **Fun Spoc/People Engagement Spoc-** Driving span level events/fun activities, conduct R&R for the span, organize and schedule FGD's with leaders at all levels.

### **Awards & Achievements**

- Engagement Champion award for Q4'2018, Q1 & Q2' 2019 (zero attrition)
- Managerial Award for Nov'2018, Feb'2019, May'2019, June'2019, Dec'2019
- Best Team Award for Dec'2019
- Managerial Award for Q3'2019
- Best Team Award for Q3'2019 & Q4'2019.

### **Trainings and Certifications:**

- Six Sigma Lean trained in the year 2019

### **3) Artech Info Solutions (Aug 2016- Feb 2017)**

**Client: UHG(Contractor)**

**Position: Assistant Manager**

We deal with Open Enrollment Business. We enroll people opt for insurance and align to the policy appropriately.

- Managing team of 38
- Project Management for Capacity Planning Process
- Handled adhoc projects apart from regular work queues worked
- Report everyday inventory status and production and quality to reporting managers
- Conduct regular meetings with the team and motivate and share any new process updates
- Spoc for incentives roll out
- Intraday Day to Day Operations

### **4) HSBC- HDPI (Hong Kong & Shanghai Banking Corporation)**

**Assistant Manager (Business Risk Control Management Shared Services)** (June2013-July 2016)

- Support BRCM reviews at the planning stage working with the country CRE team or information collection and manage them on the share point
- Provide ongoing support to CRE function ORION
- Provide clarification/advice any control related issues raised by CRE function
- Manage and resolve escalations and issues raised by stakeholders
- Part of migration Reconciliation team
- Capacity planning for the team and allocate work accordingly
- Single point of contact for the reconciliation
- Support stake holders of different regions
- Prepare staffing reports for the Process, sharing Productivity, Quality and Adherence reports

### **5) KNOAH Solution Private Limited**

**E-Support Officer Technical Chat process – (June2011- Dec 2012)**

- Responsible for answering customer queries regarding their products and ensuring that 1<sup>st</sup> call resolution was provided and handling escalated chat
- New hire training
- Placing cross sales calls to convince customers for the plan upgrade
- Customer Retention
- Report team performance to the TL by EOD

### **Education**

- Bachelor of Commerce from Osmania University