



Himani Dunga

EXPERIENCE

October 2022 - Current

Process Trainer Quinte Financial Technology | Gurugram

- Implement effective assessment methods to measure participant understanding and track training effectiveness to identify areas for improvement in training programs.
- Documented participant attendance, engagement, EWS and progress.
- Design and develop training programs and materials tailored to meet organizational goals and objectives. Ensure the content is up-to-date, and relevant.
- Solicit and analyze participant feedback to continuously enhance the quality of training programs.
- Collaborate with internal stakeholders, subject matter experts, and other departments to align training programs with organizational objectives.

March 2018 - October 2022

Process Trainer/ Sr. Quality Advisor Concentrix | Gurugram

- Responsible for all aspects of provisioning of new hire.
- Quality Advisors for the AT&T MSS line of business including setting corporate expectations, system access.
- AT&T application and domain access and quality training.
- SPs on new and evolving AT&T products and services.
- Monitored and managed call metrics, quality metrics and Management escalation.
- Mentored learners to build subject confidence and competence.
- Assessed OJT employees progress to respond to additional support needs.
- Reported on learners' progress and predicted course completion timeframes.
- Delivered training programmes within allocated timeframes.

April 2017 - October 2017

Health Care Analyst R1 | Gurugram

- Inducting different micro level processes of RCM like AR follow up, Denial Management, Appeal and Grievance.
- Focus of resolving the denial and rejection rather than writing off the amount Priority to high dollars and sensitive case for those whose TFL (Timely Filing Limits) about to expire.
- Work for provider's-based billing, somehow any issue raised in billed claims then recreate the claim with correct information and void the previous claim.
- Client interaction on weekly basis regarding the workflow.

November 2015 - December 2016

Associate Quattro Global Service Pvt. Ltd | Gurugram

- Analyze Financial information including operating statements and net worth statements to determine appropriate loan size, terms and pricing.
- Review various reports appraisal, environment documentation and

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SUMMARY

Trustworthy Process Trainer with 2 years of practical experience and dedicated work ethic. Self-motivated to consistently provide first-class results in line with stringent targets and deadlines.

SKILLS

- Quality Assurance Experience
- Team Collaboration
- Training
- Presentation
- Subject Matter Expertise
- Adaptability
- Empathy and Patience
- Facilitation Skills
- Leadership Skills
- Problem-solving
- Communication skills
- Cultural Sensitive
- Time Management

- engineering reports to determine compliance with investor requirements.
- Evaluation mortgage loan request in order to approve or deny application.
 - Selected loans to evaluate for credit risk according to geographical location type and amount of loan.

EDUCATION AND TRAINING

2020

Master of Business Administration

NMIMS, Pune, MH

GPA: 54

Distance Learning

2015

Bachelor of Commerce (B. Com)

School of Open Learning, New Delhi, DL

GPA: 50

Correspondence

May 2012

Senior Secondary School | English, Accounting, Economics, Business Studies

Guru Harkrishan Public School, New Delhi

ACCOMPLISHMENTS

- Promoted as Sr. Advisor I in 2020.
- Promoted as Process Trainer in 2022.
- Awarded with Reward Points multiple times for excellence in Work as per monthly scorecard.
- Implemented new, interactive employee scheduling system to monitor, gauge and project staffing needs.

LANGUAGES

Hindi: First Language

English:

C1

Advanced (C1)

Punjabi:

B2

Upper Intermediate (B2)