Jagan Mohan **BALLA**

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## **Summary**

## Senior executive with demonstrating continuous growth, achievements, and impressive leadership in the management of complex activities within the healthcare industry. Apt business approach with the ability to establish and analyze needs, forecast, simplify operations, and envision new program concepts. Effective communication and interpersonal skills serve as the foundation to effectively network, collaborate, negotiate, and maintain positive partnerships with physicians, staff, and outside vendors and organizations. Proficient in the management of a diverse range of departments, professionals, and programs through a complete understanding of the healthcare arena and integrated networks. Adept at setting, expecting, and achieving high standards of quality.

## **Work Experience**

**2021 - 2022 Senior Manager I-Hub-Data, IIIT Hyderabad, India**

* + - Assisting in anchoring the strategy and working with various research wings, administrative offices and enabling them with data/support to create in-house annotation tools and platforms
    - Creation of annotation policies that require an understanding of both technical and operational constraints. Communicating and interacting with team members, internal and external research clients to facilitate operational and annotation progress
    - Working with data from multiple sources and domains, such as text, images, and structured datasets. Implementing and improving quality assurance processes for increasingly complex data labelling, driving the optimization of annotation processes
    - To help in testing the output of the trained data and update training data needs. Building metrics that identify key performers, enabling better ownership and career trajectory for top annotators. Evolving the annual execution plans and overseeing its execution
    - Gaining basic computer vision and machine learning knowledge to better understand the labels used by the learning algorithms for judgment calls on difficult edge cases that might come up during labeling. Lead the recruitment process of necessary annotators and trainers/specialists in coordination with the HR team.

**2013 - 2021 Operations Manager Prithvi Tech Coimbatore, India**

* + - Planning, organizing, directing, controlling and evaluating the delivery of services within the Medical transcription department. Managing MT:PR ratio based on absenteeism, and work schedules. Ensuring TAT compliance and HIPAA compliance. Consulting the senior manager to maintain and establish standards for the provision of health care services
    - Developing evaluation systems to monitor the quality of the lines produced using effective use of resources. Developing and implementing plans for new projects and future staffing levels in the department. Planning and controlling budgets of the department
    - Disseminating the feedback of work output, daily targets, work flow, duties, fluctuations of work volumes, and emphasizing the quality and quantity of data. Suggesting to the management of the incentive programs and direct upload facility to the start transcription performers. Performance appraisals and promotions. Quality audits from time to time with the aid of team leads

**2011 - 2013 Supervisor Compass Group UK and Ireland Ltd. London, UK**

* + - Worked at various locations like Chelsea Football Club, Twickenham stadium, West Ham Football Club, Wimbledon, Oval Cricket Ground, Excel Exhibition Centre, and O2 Events arena in retail kiosks. Also worked for London Olympics 2012
    - Achievement of greater customer satisfaction at all times by maintaining accurate merchandise, loyalty towards customers, policies like loss prevention, security and safety, and observing staff behavior and guiding them
    - Responsible for providing training and creating work schedules. Evaluating the performance of workers, rewarding high performers and disciplining employees who fail to meet reasonable standards of work performance
    - Preparing production or sales reports for management and ensuring the units meets the expectations for quality, productivity and safety. Acting as the contact person for employees with complaints or requests for time off. Acting as a mentor, training and encouraging workers to set goals and strive for advancement within the organization

**2011 - 2013 Administrator Whipps Cross & Hinckley NHS London, UK.**

* + - Admin support to the Oncology Team helping to provide an efficient and effective service within a very busy environment of Whipps Cross University Hospital and Hinckley and Dist Hospitals, within set departmental procedures
    - Responsible for receiving, maintaining and providing manual and electronic data containing sensitive and confidential information. Making appointments. Maintaining electronic records. Transcription of clinic letters with 99%, printing, filing, posting to doctors and patients and entering them into HISS and PASS Systems
    - Inputting of therapy referrals and general office duties along with telephone calls, and meeting and greeting of patients which included reception duties
    - Supporting the Band 2 Clerical Officers in their roles within the department. Effective in prioritizing workloads with a flexible and patient centered approach

**2006 - 2010 Managing Director BJM Transcription Hyderabad, India**

* + - Defining, developing, and evaluating the corporate goals, long-term objectives and strategies, to ensure profitability and long-term viability. Leading the implementation and moulding of the vision, strategic directions, goals and objectives of the organization and ensuring they are consistent with the overall goals of the Board
    - Developing and implementing the processes and practices to consistently evaluate the needs of the clients and assess the organization’s ability to meet needs and address future issues. Challenged to mitigate departmental losses stemming from excess costs and process inefficiencies. Initiated cross training and employee development with prowess that resulted in forging the productivity by 50%
    - Leading the development of annual operational plans for each functional area aligned with the strategic plan. Developing a comprehensive performance measurement framework aligned to the strategic plan with Key Success Factors and operational performance indicators and a system and process to analyze and report. Strategically planning budget, vision execution and personnel improvement
    - Developing short and long-term capital and operating budgets and monitor performance. Ensuring financial viability, stability and liquidity in the short, medium and long term to meet the long-term business growth in a competitive environment. Embedding accountability, efficiency and continuous improvement in the processes and practices throughout the organization
    - Monitoring the performance of the organization to ensure adherence to Board direction, established budgets and performance standards in the consistent delivery of high-quality services to the clients. Efficient work performance resulted in reducing the costs from $100K to $50K. Slashed turnaround time from 8 to 4 hours

**2004 - 2006 Team Leader CBay Systems Hyderabad, India**

* + - Scheduling and monitoring staff to ensure efficient record flow and scanning timeliness. Processing the medical record merge requests.
    - Acquired and maintained a working knowledge of all clerical functions. Supporting clerical functions during vacation/absences of staff. Processed transcription edit reports. Assisted in achieving the targets of the MTs, PRs and QAs set to them on a daily basis by managing proper allocation of accounts to various groups of around 200 FTEs
    - Performed quality checks on discharge analysis, incomplete record data, and reviewed for accuracy. Grooming of novice MTs and laterals of the various accounts and their formats. Dissemination of feedback to improve the quality of the medical records on a daily basis
    - Collected and analyzed data from electronic health records. Created reports to support ongoing documentation and incomplete record management. Emphasis has been given to weaker candidates to improve their efficiency. Coordinated the scheduling of internal and external chart audits. Assisted the Director in the development of Department's policies and procedures
    - Directed and supported employees daily work activities. Authorized to undertake employment actions like hiring, termination, corrective action and performance reviews. Assisted in planning, monitoring and/or managing budget in functional area of the department

**1999 - 2004 MT & Student Mentor MGM University Aurangabad, India**

* + - Learnt medical transcription and transcribed for various specialties with 98.5% accuracy, typing at 60 wpm, and 1000 lpd. Taught transcribing dictations of various specialties, different formats, various dialects of ESL dictators and made the team production ready in six months
    - Provided online copies of transcribed document to physicians or other providers for review and signature, making corrections or changes as noted
    - Familiarized with proper grammar, spelling and sentence structure as well as medical jargon and abbreviations for accuracy. Preparation of correspondence, summaries, research and other administrative reports related to patient care in order to assist medical team
    - Worked with transcription equipment that included word processing, computer software, medical references, and other technologies. Maintained strict adherence to patient confidentiality according to provider standards and government regulations (HIPAA compliance)
    - Review transcription documents for quality assurance and precision to spot and correct any errors that could impact patient care and medical liability. Created templates and enter data into electronic health record systems for updated record keeping and archives

**1998 - 1999 Data Processing Officer District HQ Hospitals Eluru, AP, India**

* + - Worked as a personal assistant to the hospital superintendent. Generating reports of hospital activity indicators, budget statements, drug status, patient’s status, payroll of employees, and communicating the above information with the APVVP head office via intranet
    - Administered the day to day operations. Monitoring of expenses and suggestion of cost-effective alternatives. Implement of effective policies for the operational procedures
    - Maintaining of medical and employee records. Monitoring of administrative staff's performance
    - Answering queries from doctors, nurses and other healthcare staff
    - Resolving potential issues with patients. Keeping abreast of the healthcare regulations

**Education**

2012 ***MBA*** University of Sunderland London, UK

2011 ***PgAdms*** EThames Graduate School London, UK

1999 ***M.Com*** - Osmania University Hyderabad, India

1995 ***B.Com*** - Osmania University Hyderabad, India

## **Relevant Skills**

* Microsoft Word, Excel, Power point, Outlook, and SAP HCM.

**Languages**:

* English (IELTS 6.5)
* Telugu
* Hindi