



# Sarada Duvvu

Assistant Manager  
Ops

## Contact

### Address

VISAKHAPATNAM, India  
530041

### Phone

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## Skills

Time management

Team buliding

Client relationship manager

Performance of the  
individual

TAT control

SLA

Presentation

Excel

I have 10 years of experience in coding and billing I have trained more than 20 batches for coding I have got more than 20 + R&R and I am hardworking and smart in critical condition support the organisation for clearing TAT cases

## Work History

2020-12 -  
2025-06

### Assistant Manager

WNS , VISAKHAPATNAM

- Supervised day-to-day operations to meet performance, quality and service expectations.
- Improved customer satisfaction by addressing and resolving complaints promptly.
- Developed strong working relationships with staff, fostering a positive work environment.
- Promoted teamwork within the workplace by encouraging collaboration among staff members on various project tasks.
- Completed regular inventory counts to verify stock levels, address discrepancies, and forecast future needs.
- Coordinated with vendors to ensure timely delivery of products and resolve any supply chain issues.
- Facilitated clear communication between employees and upper management through regular meetings and updates.
- Generated repeat business through exceptional customer service.
- Conducted employee performance evaluations, providing constructive feedback for growth and development.
- Implemented staff training programs, enhancing product knowledge and improving customer service skills.
- Increased sales through effective merchandising strategies and targeted promotions.
- Assisted in recruiting, interviewing, hiring, and onboarding of new employees to maintain adequate staffing levels.
- Boosted employee morale by recognizing outstanding performance and celebrating team

Hiring and boarding

Training to new team

## Languages

English

Advanced (C1)

2019-11 -  
2020-12

### Team Leader

*Wns, VISAKHAPATNAM*

- Accomplishments.
- Conducted performance evaluations and provided constructive feedback to employees.
- Coached new employees, ensuring smooth onboarding process and quicker adaptation to their roles.
- Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.
- Developed team members' skills through targeted coaching sessions, resulting in improved individual performance.
- Enhanced team productivity by implementing efficient work processes and regularly reviewing performance metrics.
- Mentored junior staff members, helping them develop their leadership potential and advance in their careers.
- Managed conflict resolution among team members, fostering a positive and collaborative work environment.
- Streamlined workflows for increased efficiency, reducing turnaround times for critical tasks.

2016-08 -  
2019-10

### Senior Medical Coder

*Wns, VISAKHAPATNAM*

- Improved medical coding accuracy by conducting thorough reviews and implementing corrective actions.
- Maintained ICD-10 proficiency, leading to more accurate code assignments and fewer claim rejections.
- Reduced claim denials by identifying and addressing common errors in the coding process.
- Mentored junior team members, helping them to enhance their skills and knowledge in medical coding best practices.
- Strengthened communication between departments by participating in interdisciplinary

team meetings to discuss patient care plans and documentation requirements.

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## Education

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2015-07

**MBA: HR**

*Andhra University - Vishakapatnam*

2012-03

**Bsc Science : Biology**

*Andhra University - Vishakhapatnam*

I have learn IP DRG coding in Pena4 tech for 3 years and also OP additional I have done medical billing and claims .

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## Additional Information

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I know english, telugu, hindi both writing and reading