

Sumalatha S

Client Servicing | Retail & Corporate Insurance | IT Service Management

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Bangalore

PROFESSIONAL SUMMARY

Results-driven professional with 15+ years of experience spanning insurance coordination, IT service management, and client relationship management. Proven track record in managing high-value insurance portfolios (60 Cr+), leading cross-functional teams, and ensuring operational excellence. Expertise in ITIL frameworks, claims processing, stakeholder management, and service delivery optimization.

CORE COMPETENCIES

Insurance & Claims Management: Claims Processing | TPA Coordination | Policy Compliance | Client Servicing | Retail & Corporate Insurance

IT Service Management: ITIL | Incident/Problem/Change Management | ServiceNow | Agile | SLA Management | Major Incident Coordination

Leadership & Operations: Team Leadership (16+ members) | Stakeholder Management | Process Improvement | Reporting & Analytics | Audit Management

Technical Skills: Microsoft Office Suite | ServiceNow | Spotfire | SharePoint | Cherwell | Splunk | Jira

PROFESSIONAL EXPERIENCE

Associate Group Leader – Client Servicing

MD India Health TPA Pvt Ltd | Bangalore | 2025 – 2026

- Manage 60 Cr Retail insurance business portfolio with New India Assurance, United India Insurance, and National Insurance
- Guide customers through claims submission processes and coordinate cashless approval workflows
- Liaise with internal processing teams to expedite reimbursement claim closures
- Coordinate with insurance companies for delay condone approvals, claim history verification, and sum insured limit management
- Conduct agent meetings and resolve escalations to ensure client satisfaction

- Manage monthly TPA fee collection through DO office visits for invoice submission and UTR tracking
- Provide daily help desk support at DO offices, addressing customer queries and concerns
- Conduct weekly corporate visits to WMG and Diabu Diamond for on-site support and relationship management

Insurance Coordinator

Santosh Diagnostic & Scan Centre | Bangalore | *June 2024 – June 2025*

- Managed end-to-end insurance claims and billing processes, ensuring accuracy and timely reimbursement
- Ensured compliance with insurance regulations across multiple providers, including MediBuddy, Bharti AXA, NIVA BUPA, MAX Life, Care Health, HDFC Ergo, Manipal Cigna
- Coordinated with insurance providers to resolve claim discrepancies and denials, optimizing acceptance rates
- Maintained and updated patient insurance information with meticulous attention to accuracy
- Generated periodic reports on insurance discounts and rejections for management review
- Managed ESI claims for multiple locations: Peenya, Indiranagar, and Rajajinagar
- Educated patients on insurance coverage and benefits, reducing billing-related inquiries
- Collaborated with billing departments to implement efficient, accurate billing practices

ITSM Coordinator

TCS (On payroll of Six Sigma) | *November 2022 – September 2023*

Change Management:

- Performed impact analysis for emergency and normal change requests, validating business justification
- Coordinated with IT verticals for freeze and site approvals, managing emergency, normal, and standard changes
- Submitted CRs for CAB approvals and attended meetings to present business cases
- Conducted monthly audits of CR decommissions and validated resource allocation

Problem Management:

- Identified root causes of recurring issues and led RCA investigations impacting production infrastructure
- Analyzed Incident Management reports for Problem Management reviews and trend analysis
- Proactively monitored outstanding problems and tracked governance metrics (daily, weekly, monthly)
- Recommended process improvements to enhance Incident and Problem Management effectiveness

Technical Support & Resource Management:

- Provided technical support to 30,000+ server users for decommissioning, rebooting, and capacity planning

- Allocated resources for HWBF and patching activities, optimizing team utilization
- Utilized Cherwell, Spotfire, Splunk, and Jira for comprehensive ticket management
- Prepared WFM Reports and Metrics on Incidents, Changes, Problems, and Alerts for management

Service Management Analyst

Kyndryl Solutions (On payroll of Talent's Creed) | *September 2021 – August 2022*

- Served as Service Management Analyst for Kaiser Permanente account, ensuring SLA compliance and service excellence
- Led team of 16 members, driving performance optimization and workflow management
- Managed end-to-end high-severity incidents, coordinating bridge calls and stakeholder communication
- Worked on Incident, Problem, and Change Management using ServiceNow
- Participated in service status meetings, providing analysis and insights to improve service delivery
- Trained new hires on ITIL processes and service management best practices
- Documented progress and maintained communication with stakeholders throughout incident lifecycle
- Established effective communication channels between team members and stakeholders

Customer Service Executive & Accountant

Arun Genset | *August 2009 – March 2019*

- Managed event planning and coordination, liaising with infrastructure teams to meet customer expectations
- Handled inventory management, including inward/outward material movement and stock keeping
- Forecasted material purchasing based on demand, ensuring spend alignment with budget
- Participated in periodic financial audits and maintained accurate financial records
- Continuously improved event management processes through gap analysis
- Focused on customer satisfaction by resolving incidents with minimal disruption

EDUCATION

Bachelor of Commerce Baldwin Methodist College | 2007

CERTIFICATIONS

- ITIL V3 Foundation
- Agile Explorer
- Global Incident Management
- Global Change Management
- Global Problem Management
- Incident Management Connector
- SIAM (Service Integration and Management)

- Google Cloud Essentials
- Digital RCA Certificate
- IT Support Certificate

LANGUAGES

English | Kannada | Hindi | Tamil | Telugu

Sincerely yours,
Sumalatha S