

Sachin Dilipkumar Darji

+91-8779989218

+91-9029902505

Sachin.darji1293@gmail.com

Khau gally, Jayprakash Narayan Nagar, Bhayander West, Mumbai-401101, Maharashtra



EXPERIENCE

HealthAssure PVT LTD.

01/2017-Till Date

Mumbai

Team Leader – Quality Report Analyst

- Led a team to achieve a maximum quality improvement in PPMC report check adherence through innovative quality tracking initiatives using insurer Guidelines.
- Executed Successful Audits that Decreased Escalation issues by 2%.Directly impacting the Organization's rating and insurer trust.
- Cross-checked data against production and inspection records to identify discrepancies and ensure integrity of reported information.
- Maintained detailed documentation of quality reports, audits, and revisions to support traceability and continuous improvement.
- Reviewed and validated quality assurance (QA) reports to ensure accuracy, completeness, and compliance with internal standards and regulatory requirements.
- Analyzed issues reported via email, coordinated with relevant departments for resolution, and ensured follow-up communication was clear and solution-oriented.
- Logged and tracked all quality concerns and grievances to identify recurring issues and support root cause analysis.
- Contributed to continuous improvement by escalating critical quality issues and suggesting process improvements based on email trends and feedback.
- Managed and responded to grievance and quality-related emails from internal teams, clients, and stakeholders.

EDUCATION

Mumbai University

Bachelor In B.Sc (Information Technology)

06/2013-10/2014

Mumbai

Courses:

- Microsoft Excel
- Typing 60 wpm

ACHIEVEMENTS

National Cadet Corps (Indian Army Wing) / 12/2014

- Army Attachment Camp MIRC certificate ("A" grade)

National Cadet Corps (Indian Army Wing) / 08/2014-01/2016

- Company Junior under Officer at Siddarth College (1 MAH BATALIAN)

National Cadet Corps (Indian Army Wing)

- "B" Certificate - "A" Grade
- "C" Certificate - "B" Grade

SKILLS

- Leadership
- Active Listening
- Public Speaking
- Understanding employee differences
- Time management
- Teamwork
- Business ethics
- Problem solving
- Quick Learner

LANGUAGES

- English
 - Hindi
 - Marathi
 - Gujarati
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INTERESTS

- Learning new skills
- Travelling