

About the Role

We are seeking a detail-oriented and analytical MIS Analyst / Executive to join our Medical Retrieval and Revenue Cycle Management (RCM) operations. This role involves creating, maintaining, and analyzing reports and dashboards that provide actionable insights to business leaders and support decision-making across Operations and Quality functions.

Key Responsibilities

Design, develop, and maintain MIS reports and dashboards for RCM/KPO operations (covering volume trends, TAT, productivity, and quality).

Perform data analysis to track SLA/KPI metrics such as AHT, productivity, retrieval TAT, and QA scores.

Ensure data reconciliation and error checking for accuracy, timeliness, and consistency across reporting systems.

Support automation of reports using Excel (advanced functions, macros) and SQL queries.

Work with visualization tools (Tableau, Power BI preferred) to create dynamic dashboards for leadership review.

Partner with Operations and Quality teams to provide insights for process improvements and performance management.

Prepare ad-hoc reports as required by management for business reviews and audits.

Core Skills Required

Strong proficiency in MS Excel (VLOOKUP, Pivot Tables, Macros).

Basic to intermediate knowledge of SQL for data extraction and querying.

Experience in creating dashboards and reports for RCM/KPO operations.

Working knowledge of data visualization tools (Tableau, Power BI preferred).

Sound understanding of SLA/KPI reporting and performance measurement.

Strong skills in data reconciliation, validation, and error checking.

Behavioral & Soft Skills

Analytical mindset with a structured approach to problem-solving.

Strong communication skills to present data-driven insights to senior stakeholders.

Ability to collaborate effectively with cross-functional teams (Ops, Quality, Leadership).

Proactive, detail-oriented, and capable of managing multiple priorities under tight deadlines.

Experience Required – 3 to 5 Years**Preferred Qualifications**

Any Graduate

Prior experience in medical retrieval, healthcare BPO, or RCM operations will be an advantage.

Exposure to automation tools (VBA, Power Query, or Python basics) is desirable.