



ANSU NEETHU GEORGE

EDUCATION

BA English
Diploma in Aviation Hospitality and Travel Management

WORK EXPERIENCE

CLINIC FLOOR SUPERVISOR ASTER DM HEALTHCARE, DUBAI (2020 – 2023)

- Monitor the entire workflow and quality of the unit as second in-line.
- Solves patient's complaints in a timely manner.
- Jump in to fill gaps for on call rotation when necessary.
- Creating OP registration records and mark arriving the patients, billing, insurance acceptance and approvals accurately and timely. Insurance coordination and making a track on the new updates from insurance.
- Regularly evaluate employee performance, provide feedback and assist, coach and discipline staff.
- Schedules clinical staff according to workloads and available equipment and space.
- Petty cash handling.
- Supervised all front office work and gave guidance where necessary.
- Answering telephonic and E-mail inquiries in a timely manner.
- Monthly duty charting of doctors and staffs.
- Picked up additional tasks to aid team success.
- Actively participated as part of Business Development activities of the clinic.
- Cross verifying the daily reports prior sending to accounts department.
- Open bills closure on daily basis and before month ends.
- Meeting arrangements.
- Handling the hospital shifting cases.

CUSTOMER SERVICE EXECUTIVE BADR AL SAMAA HOSPITAL, SALALAH (2018-2019)

- Greet patients provide instructions as they come in.
- Perform clerical and administrative tasks
- Collects patients' demographic data
- Analyze health insurance benefits and verify insurance eligibility.
- Informs the patients regarding their insurance approval

PROFILE

Well-Qualified, result oriented professional, demonstrating strong communication, interpersonal, multitasking and problem-solving skills. A strong team player, focused on using my skills to play a pivotal role in meeting the goals and ambitions of the company I work with.

CONTACT

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HOBBIES

- Listening Music
- Craft works
- Indoor Gardening
- Keychain collection

CORE SKILLS

- Excellent Communication Skills
- Interpersonal skills
- Time management ability
- Better customer handling
- Ability to work as a great team player
- Quick Learner
- Good leadership quality
- Problem Solving
- Transferable Skills
- Empathetic
- Positive Thinking
- Active Listener

LANGUAGES

- English
- Malayalam
- Tamil
- Hindi
- Arabic

PERSONAL DETAILS

- Date of Birth: 20/09/1990
- Nationality: Indian
- Passport Number: N8440963
- Visa Status: Husband Visa

status.

- IP billing under Insurance and Self Pay categories.
- Attend telephone calls and provide relevant information on services and Doctor's availability.
- Schedule and confirm appointment for the External Doctors.
- Handling daily flow cash.

GUEST RELATION EXECUTIVE

BELIEVERS CHURCH MEDICAL COLLEGE HOSPITAL (2017-2018)

- Sorting the files according to the appointments for the doctors from MRD.
- Taking complete responsibility of an OPD.
- Tracking and confirming the appointments prior to one day.
- Responsible for maintaining a quality staff of guest relations personnel.
- Making a duty schedule according to the Dr's availability and non-op days.
- Responsible for developing guest relations metrics that were used to gauge employee performance.

SALON MANAGER

MARIANA'S BEAUTY SALON, SOUTH AMERICA (2017)

- Answering customer inquiries or passing them the appropriate need of service.
- Giving information regarding new products and services.
- Arranging services accordingly without facing a delay for the customers.
- Checking on the daily collection and expenses if any.

GUEST RELATION EXECUTIVE

VPS LIFELINE HOSPITAL, SALALAH (2015-2016)

- Collects patients' demographic data.
- Analyse health insurance benefits and verify insurance eligibility.
- IP billing under Insurance and Self Pay categories.
- Attend telephone calls and provide relevant information on services and Doctor's availability.
- Schedule and confirm appointment for the External Doctors.
- Petty cash handling and billing.
- Administrative tasks while the in-charge is unavailable.

TECHNICAL SKILL HIGHLIGHTS

- MS Office
- Galileo and Fidelio
- Insta Health Solutions
- Lifetrenz HIS
- Akhil Health Solution HIS
- Solver Health Solution