



## CONTACT

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Address: Janatha Building  
Room No104  
Near Sharjah  
Islamic  
Museum  
Rolla, Sharjah

## Personal Details

Date of Birth: 16/06/1992

Sex : Male

Nationality : Indian

Marital Status: Married

## SKILLS

Excellent inter-personnel  
skill and communication.  
Administrational skill.  
Leadership skills.  
Documentation skills  
Staff Development and  
Supervision.

## LANGUAGES

English  
Malayalam  
Hindi  
Tamil

# ELDHOSE SHAJAN

## COUNSELLOR

I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. As a postgraduate in social work with seven years of experience in health sector. I am excellent in working with others to achieve a certain objective on time. I have good communication skills; both written and oral, and I enjoy working in a challenging atmosphere with multi-talented people.



## WORK EXPERIENCE

**Patient relation executive/Cashier:** July 2022 to till date.

**Starcare Medical Centre, Sharjah**

- Communicating with medical billing specialists to ensure treatment codes are accurately received
- Interacts with patients professional and personal manner
- Taking timely approval of investigations/procedures.
- Invoicing the services as per agreed prices.
- Make sure CPT codes are accurate as per service.
- Billing patients for medical services
- Create daily, Weekly and monthly reports from clinic financial data.
- Provide High level of customer service to the patients

**Patient Relation Executive:** August 2021 to June 2022

**Al Gharfa Medical Centre, Ajman.**

- Ensure coordination of communication between patients and families and medical staff.
- Create and maintain liaison with insurance companies to inquire about payable or paid claims.
- Respond to patients' complaints regarding hospital services and ensure that concerns are handled properly.

**UNIT INCHARGE: September 2019 to July 2021**

**Right Health Clinics, UAE**

- Improve Customer service experience, and facilitate organic growth.
- Ensure the smooth processing of the Communication Department.
- Ensure the front office/ reception area's ambiance is appropriately maintained to comfort the patient's registration.
- Receiving of payments and billing patients as per price list, policies and agreedtariff with insurance companies from OPD and other departments.
- Co-ordination with external and internal clients for additional informationneeded for approvals

## HOBBIES

Travelling  
Reading  
Playing Cricket

### **COUNSELLOR (Blood Bank)** January 2018-August 2019

**VPS Lakeshore Hospital & Research Centre Ltd.Kerala,India**

- Post donation counseling of the donors regarding precaution to be taken.
- Provide motivation to promote repeat voluntary donation.
- Give awareness for the deferred donors.
- Ensure the safety of products from blood.
- Counseling of donors who test “reactive “for a TTI by the “screening tests” done.
- Pre donation counseling of blood donors including identifying and deferring those who are at high risk of having TTI. [ Transfusion Transmitted Infection]

### **Public Relation Officer: October 2016 to December 2017**Care & Share International Foundation, Ernakulam, Kerala

- Administrate the smooth and proper functioning of the organization.
- Planning PR campaigns and strategies.
- Monitoring the public and media's opinion about the client or employer.
- Writing and editing leaflets, brochures, press releases, speeches, newsletters, websites and social media regarding the institution.



## **EDUCATIONAL HISTORY**

### **Masters In Social Work:** JUNE 2014-May 2016

Jai Bharath Arts & Science college (Under MG University)  
Kerala, India.

**BA English with Journalism:** JUNE 2011-March  
2014 Yeldho Mar Baseliious College (Under MG University)  
Kerala, India.