

Franklin Brian D'Souza

Senior Customer Service Executive – Patient Relations

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A dedicated and dynamic professional experienced in Customer Service and Patient Relations with graduation in Business Administration, looking to build a career with an esteemed organization that will provide ample opportunities to grow and to reflect high standards of performance in any assignment given thereby ensuring organizational and personal growth and to adapt to the working environment and deliver my expertise in the innovative hospitality skills, while maintaining the integrity and work ethics, thereby keeping up the reputation of the organization.

PROFESSIONAL EXPERIENCE



Senior Customer Service Executive – Patient Relations

• **Aster Hospital (Br. Of Aster DM Healthcare FZC) • Dubai – UAE • June 27, 2019 to Present**

- Facilitating a welcoming and professional encounter with patients looking to register in the outpatient department.
- Preparation of doctor's duty Rota for outpatient department.
- Preparation of customer service staff's Rota for outpatient department.
- Conducting weekly huddle meetings to ensure the smooth functioning of patient flow.
- Coordinating with clinics for hospital coverage in absence of in-house doctors.
- Coordinating with insurance and nursing team for approvals in regard to surgery.
- Hands on experience in WFS.
- Preparation of visiting cards for Doctors.
- Following up with Queue Management system to assist the patient's token wise.
- Raising capex for medical equipment's.
- Taken care of display of new doctor's names and description to be uploaded on website, patient portal and hospital application.
- Hospital rounds for new doctors.
- Patient engagement.
- Conversion of OP cases into IP.
- Coordination for PCR registrations/release of report along with in-house molecular lab.
- Keeping a track of doctors who provide coverage for clinics and process their salaries in month end.
- Coordinating with billing team for discounts and cost estimation.
- Point of contact for ALL INDIA doctors teams meeting to provide free consultations for covid patients worldwide.
- Coordinated for tele consultation.
- Communicating the purpose of obtaining patient/legal guardian signatures on all necessary hospital documents thus explaining processes and forms to patients prior to securing signatures and ensuring that all documents are properly signed and witnessed as required.
- Performing all duties in a manner that protects the confidentiality of patients and does not solicit or disclose any confidential information.
- Provided exemplary customer service, treated patients and coworkers with courtesy and discretion.
- Collection of positive feedbacks from patients in order to maintain the net promoting score of Outpatient department.
- Mentoring team members on grooming, clear communication towards patients, smile and greeting of patients.
- Going for rounds on the floor and assisting patients when required.
- Taking corrective actions and putting them into practice in order solve patient complaints.

KEY SKILLS

❖ Proficiency in preparing Excel & MS PowerPoint, Microsoft Office	❖ Queue Management System Calculation	❖ Work Force Scheduling Management
❖ Quick Decision Making	❖ Planning of Doctors duty	❖ Rota preparation for Doctors & Staffs
❖ Ability To Lead, Coach and Develop Staff	❖ Analytical Thinking and Planning	❖ Time Management
❖ Handling Of Baton Phones	❖ Telephone Etiquette	❖ Multitasking
❖ Team Work	❖ Problem Solving	



INTERNSHIP PROGRAMS
Internship Program (Passenger Ground Service) • Sharjah Airport
• Sharjah – UAE • May 08 - June 02, 2019



Industrial Exposure Training (Front Office Department)
• The Gateway Hotel (TAJ Hotels Resorts and Palaces)
• Mangalore – India • May 02 - June 22, 2018



Travel Consultant -Leisure Travel Outbound – Sales Department (Internship Project Training)• Thomas Cook (India).Ltd • Mangalore – India • April 12 – June 05, 2017

EDUCATIONAL QUALIFICATION

DEGREE	UNIVERSITY	PERIOD	SCORES
Bachelors of Business Administration	Don Bosco College (Panaji, Goa, India)	2016 – 2017 2017 – 2018 2018 – 2019	CGPA – 7.24 CGPA – 7.43 CGPA – 7.50
IATA –Passenger Ground Services (Montreal, Canada)	Blue Ocean Training Academy (Dubai, UAE)	August 2019	GRADE A
Higher Secondary School	Don Bosco High School & Junior College (Lonavala, India)	2012 – 2014	CGPA – 8.00
Secondary School	Indian English Academy School (Kuwait)	2012	CGPA – 6.00

PERSONAL PROFILE

Date of Birth : 22 November 1996.
Nationality : Indian.
Civil Status : Single
Passport : K3653514
Place of Birth : Kuwait
Visa Status : Employment visa
Driving License : UAE

I hereby declare that the above furnished information given by me is true to the best of my knowledge.

FRANKLIN BRIAN D'SOUZA