

# MISS. SUVIJA SURESH

## Patient Relationship Executive Cum Insurance Coordinator

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**IMMEDIATE JOINING**



### **SUMMARY**

Seeking to obtain a position where one can utilize the experience by using customer service skills with a growing company.

### **SKILLS**

Microsoft Office, Customer Service.

### **DESCRIPTION**

- Create and maintain positive relationships with patients as well as by knowing the business aspects necessary to provide patients with the best experience possible.
- Follow the New Patient Experience in order to make a positive first impression with patients both by phone and in-person.
- Handle and/or direct patient questions and complaints; know when to escalate and forward to the Office Leader.
- Coordinate patient scheduling and flow throughout the day by providing accurate route sheets and pulling files of scheduled patients.
- Enter diagnosed treatment plans accurately to the practice software and ensure accuracy of case acceptance is documented by recording.
- Enter all patient information into the computer software system accurately, ensuring that we have the most updated information on file for each patient.
- Record all charges and payments to patient accounts; be able to complete and explain third party financing options to patients.
- Understand and follow the doctor's treatment plans to schedule follow-up appointments.
- Provide detailed information and explanations to patients where a surgical procedure is necessary including risks, procedure, etc.
- Identifies ways to improve customer service, to streamline work processes, and to utilize resources more efficiently.

- Submission for pre-approvals in E-claim as well as in portals and invoicing as per the approval and collecting copayments.

## **WORK EXPERIENCE**

- Currently working in **Axon Medica Polyclinic** as **Patient Relationship Executive cum Insurance Coordinator** from Feb 14 2021 to Aug 31<sup>st</sup> 2023.
- Worked at **GEIB Loyalty Card Services LLC, Dubai – U.A.E** as **Relationship Officer** from Aug 2020 to Feb 2021.
- Worked at **Ashok Leyland Motors** at Poinachi, Kasaragod as **Customer Relationship Executive** from Jan 2020 to Nov 2020.
- Worked at **Diya Systems** in Mangalore as **Tech Support (Customer care)** from Aug 2019 to Dec 2019.
- Worked at **Cogent E Services Pvt Ltd**, Hampankatta, Mangalore as **CustomerCare Executive** from Jan 2016 to Sep 2016.

## **EDUCATIONAL QUALIFICATION**

- BTech in EC - Srinivas Institute of Technology, Vallachil, Mangalore (VTU), India.
- Higher Secondary- Iqbal Higher Secondary School, Ajanur, Kasaragod (DT) India.
- Secondary School Leaving Certificate Iqbal Higher Secondary School, Ajanur, Kasaragod (DT), India.

## **STRENGTH AND CAPABILITIES**

- Quick learner with an ability to grasp new ideas and concepts.
- Team leader and initiative.
- Strong ability to handle pressure and get along with people of different nature.
- Self-motivated, initiative, high level of energy.
- Dedicated and Hardworking.
- Decision making, critical thinking, organizing, and planning
- Leadership quality and positive attitude.
- Ability to work in any environment.
- Interested to work at any field
- Tolerant and flexible to different situations.
- Wide knowledge in computer systems and its functionality.

## **PERSONAL INFORMATION**

Name : Suvija Suresh

Date of Birth : 17th Nov 1994

Sex : Female

Marital Status : Single

Nationality : India

Passport No : U5168548

Languages Known : Malayalam, English, Hindi, Tamil, Kannada.

Visa Status : Employment Visa

I'm a self-confident and a motivated person who is diligent and ambitious. I'm a well-organized and possess a pleasing personality and have the ability to interact well with people and I hereby certify that the above details are true & correct to best of my knowledge. Ready to work at any fields.

**Suvija S**