

Jithin Raj Parambath

United Arab Emirates

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PROFILE

Personable hospitality professional having years of success in guaranteeing customer satisfaction through personable reservation services and attendance to guest needs. Excellent understanding of solving problems, implementing procedures, providing customer service, and reporting to management. Committed to guest care, operational excellence, personal accountability, building relationships, and seeking out innovative and creative approaches to support the guest and teams.

WORK EXPERIENCE

- + NMC ROYAL HOSPITAL, DUBAI
Admin / Billing coordinator (04-2022 -08-2022)
- + K A M H HOSPITAL, INDIA
Front Desk Coordinator (12-2019 - 09-2021)
- + AVIVO HEALTHCARE, DUBAI
Patient relation Executive (2018-04 – 10-2019)
- + JOOD PALACE HOTELS, DUBAI (Former Taj Hotel)
Front Desk Reception – Agent (2011 -2017)

Job responsibilities

- + Review all booking lists for the day
- + Handle guest check-ins and check-outs assistant
- + Attend to special guests (e.g. VIPs) and answer their inquiries
- + Offer assistance with certain tasks (e.g. confirming travel arrangements, taking messages)
- + Assist reception staffs for smooth operation
- + Take reservations over the telephone, through emails (Outlet /Rooms)
- + Handling Incoming and Outgoing Calls & Screening guest calls
- + Recommend local restaurants attractions depending on guest's interests
- + Greet patients and Register patients according to established protocols Ensure patient information
- + inform patients of medical procedures and policy, collect co-pays and payments
- + Assist patients to complete all necessary forms and documents
- + Maintain and manage patient record move patients through appointments as scheduled inquiries
- + Address customer complaints and escalate to Patient relation when needed
- + Make sure all the patients aware hospital necessary information Make plan admission list for Surgery and procedures
- + Appointment booking, Insurance related issues solving, Update the waiting time for Doctors

PERSONAL INFORMATIONS

Nationality	—	Indian
Marital Status	—	Married
Language Known	—	English, Hindi, Malayalam, Tamil
Visa Status	—	Spouse Visa

EDUCATION

- + Bachelor Degree in Hospitality Management (BHM), Mangalore, Karnataka, India
- + Secondary School & Senior Secondary
- + Certification Program: Hospital Administration

COMPUTER PROFICIENCY

- + Microsoft Office (Word, Excel, PowerPoint)
- + Property Management Systems Fidelio, Opera & Hotelier work experience
- + Honeywell & anywhere 365 work experience
- + Web and Social Skills
- + Insta HMS work experience

CORE COMPETENCIES

- + Strategic Planning, Front Office Management, Booking Guest Relationship Management, Documentation, Key Stakeholder Management, Query Resolution, Office Management, VIP Guest Engagement, Reception Operations, Cash Management, Appointment Scheduling, Payments & Coordination, Service Request Management, Office Procedures, Cost Estimation, Problem Solving

DECLARATION

I would be very grateful if you consider my application for a suitable post and can assure you that I can discharge my entire obligation to your utmost satisfaction and will always strive for your betterment of your firm

JITHIN RAJ P