



## KRIPA ELIZABETH JOHN

MEDICAL OFFICE ADMINISTRATION  
| CUSTOMER SERVICE EXECUTIVE

### PROFILE

Dedicated professional with over 6 years of experience in hospital administration, wherein 1.7 years in the COO office along with 4 months' additional task as an Oncology Coordinator, and 4.4 years in call centre operations. I have proven ability to work effectively with healthcare teams and deliver high-quality administrative support. I possess strong multi-tasking skills, with ability to simultaneously manage several tasks and schedules. Self-motivated, responsible and passionate about delivering outstanding services.

### CONTACT

[kripajefin@gmail.com](mailto:kripajefin@gmail.com)

0565905576

Dubai, UAE

Visa Status: Spouse Visa

### LANGUAGES

English | Hindi | Malayalam |  
Arabic (Read only)

## EXPERIENCE

### OPERATIONS COORDINATOR, ONCOLOGY DEPARTMENT

ASTER HOSPITAL, AL QUSAIS, DUBAI, UAE

July 2024 – November 2024

- Managed patient appointments, follow-ups, and communications.
- Assisted the chemo patients in their schedules and stay in hospital.
- Coordinated patient intake, medical records, and treatment schedules within the oncology department.
- Supported the team in administrative tasks and provided updates to patients regarding their treatment plans as per doctor advice.

### EXECUTIVE ASSISTANT TO CHIEF OPERATING OFFICER

ASTER HOSPITAL, AL QUSAIS, DUBAI, UAE

March 2023 – November 2024

- Provided direct administrative support to the Chief Operating Officer and other senior hospital executives.
- Managed daily operations, including scheduling meetings, preparing reports, and handling correspondence.
- Collaborated with multiple departments to ensure smooth hospital operations and efficient workflow.
- Assisted with special projects and initiatives aimed at improving hospital processes.

### SENIOR ASSOCIATE, CALL CENTRE

ASTER HOSPITAL, AL QUSAIS, DUBAI, UAE

October 2018 – February 2023

- Handled inbound calls for appointment scheduling, patient inquiries, and general information.
- Provided excellent customer service by addressing patient needs, resolving issues, and following up on inquiries.
- Maintained detailed records of patient interactions and data for tracking purposes.
- Worked with medical staff to ensure the accurate and timely scheduling of patient appointments.
- Team lead in absence of the supervisor
- Trained and mentored new employees to ensure quality service standards were met.

## EDUCATION

### ASSOCIATES DEGREE IN MEDICAL OFFICE ADMINISTRATION

PENSACOLA CHRISTIAN COLLEGE, FLORIDA, USA

May 2018

Medical Transcription | Medical Coding & Billing | Medical Terminology |  
Records Management | Business Communications | Office Procedures |  
Computer Apps for Business

## SKILLS

Strong administrative and organizational skills | Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook) | Excellent communication and interpersonal skills | Ability to manage multiple tasks and meet deadlines | Experience with healthcare management software | Attention to detail and problem-solving abilities.