



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

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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.