

Franklin

Dsouza

CUSTOMER SERVICE ASSOCIATE

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PROFILEE

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Description generated with high confidence

Customer service associate with 1+ years of experience promoting lasting customer satisfaction through top-notch service and unparalleled support. Possess a Bachelors in Business Administration and expertise in Microsoft software. Looking to leverage my knowledge and experience into a role as Customer Service Manager/Administrative Executive.

Dubai, United Arab Emirates

<https://www.linkedin.com/in/franklin-dsouza-56b160186/>





PROFESSIONAL EXPERIENCE

EDUCATION

**SENIOR CUSTOMER CARE ASSOCIATE**  
 *Aster Hospital, DUBAI, UAE – 05/2019 - Present*

**BACHELORS OF BUSINESS ADMINISTRATION**  
*Don Bosco College (Panaji, Goa, India)   
2016 - 2019*

* Achieved high performance evaluations for call handling ability and quality of services provided to patients in a fast paced, high volume call center.
* Assist patients with all aspects of insurance billing resolution or payments and document any information or conversations regarding the patient's accounts.
* Initiate patient dispute resolution, resolving problems and escalating to managers as needed - able to diffuse intense situations and frustrated callers.
* Investigate complaints and accurately document findings, communicating conclusions efficiently and effectively.
* Utilized knowledge of the healthcare field by explaining insurance coverage benefits and medical care cost to patients.
* Performing cash, cheque, and credit transactions for the patient's visit, diagnostic studies and supplies.
* Manage incoming phone calls and resolve patient inquiries and refer calls to appropriate departments.
* Review reports and combine accounts to re-prorate billing.
* Schedule, confirm and reschedule patient appointments in person and via phone and referrals from other medical offices.
* Collect and post payments and record receipts and balance nightly deposits and complete credit card processing.
* Verify and update patient demographic information and insurance information.
* Monitor work queues to ensure information was complete in EPIC HIS system.
* Manage and screen multi-line phone calls (including emergency) triage calls to appropriate personnel.

**IATA – PASSENGER GROUND SERVICES**  
*Blue Ocean Training Academy*

*(Dubai, UAE)  
August 2019*

KEY SKILLS

Analytical thinking, planning

INTERNSHIP PROJECTS

* Passenger Ground Service Sharjah Airport - May08 –June 02,2019
* Front Office & F&B Dept-The Gateway Hotel-May 02–June 22,2018
* Travel Consultant–Thomas Cook India Ltd-April 12 – June 05,2017

PERSONAL PROFILE

Date of Birth: 22 Nov 1996

Nationality: Indian

Visa Status: Employment Visa

Passport No: K365351

Languages:

English     

Hindi     

Arabic     

Team leadership

Insurance & Billing

Relationship Building

Tolerant and flexible

Strong communication