

# R E S U M E



## SANTHOSH M

### Personal Information

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Add: Sharjah

Dob: 24-03-1994

Nationality: Indian

Visa Status: Visit Visa

### PROFESSIONAL SUMMARY

Adaptable Front Desk Receptionist with More than 3 years of experience in a hospital and a history of success in providing exceptional customer service. Experience in managing all facets of front office administration, including handling multi-line phone systems, managing schedules, and maintaining reception and waiting areas.

### SKILLS

Time Management

Adaptability

Fast Learner

Ability to work in a team

Communication Skills

Customer Service

### CAREER OBJECTIVE

An enthusiastic professional with highly motivated, organized, willing to be associated with and to work for an organization in a meaningful way that exploits my potential and helps in growing professionally.

### WORK EXPERIENCE

**Guest Service Officer, Thumbay Medical And Dental  
Speciality Centre ,Sharjah** April 2019 to September 2022

- Treating the patients with respect, kindness and empathy.
- Provides information about the medical insurance coverage to patients and checks the same through online eligibility before sending the patient to the doctor.
- Verifies the insurance card validity, coverage, and approval status. Checks patients signature on the claim form whenever applicable.
- Registration of the patients visit in the hospital system for both new and revisit patients.
- Billing the services rendered and collection of the payment with correct explanation to the patient.
- Maintaining transparency in cash collection as per the payment slip.
- Responsible for issue of receipts and detailed summary of bills.
- Handle the responsibilities of Cash Management Officer and Acting duty manager upon instructions.

### EDUCATION

#### MBA

MAHAJANA FIRST GRADE COLLEGE  
MYSORE UNIVERSITY - 2018

#### B.COM

ST.PHILOMENAS COLLEGE  
MYSORE UNIVERSITY - 2016

### LANGUAGES

ENGLISH

TAMIL

HINDI

KANNADA

MALAYALAM

### DECLARATION

I hereby declare the above given information is correct & complete to the best of my knowledge & belief