

DARSANA T V

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Sharjah UAE



ABSTRACT

- Experience in **insurance coordinator cum receptionist Sharjah UAE**
- **2 Year** of experience in **Sales & Customer service field 2 Year** Above experience in **medical field**(patient care),
- Dedicated customer service representative, dedicated to providing quality care for ultimate customer satisfaction
- Dealing with customer feedback, enquiries, complaint
- Extremely hardworking, self motivated and able to work independently in a team environment under supervision



Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization



Experience

PLANET AYURVEDA HEALTHCARE CENTRE SHARJAH

04/12/2023 - 10/10/2024

RECEPTIONIST CUM INSURANCE EXECUTIVE

- Greeting patients and visitors in a friendly and professional manner
- Answering phone calls and scheduling appointments
- Verifying patient insurance and collecting co-payments
- Updating patient records and entering new patient information
- Responding to patient inquiries in a timely manner
- Assisting with medical records management and filing
- Billing and insurance claim management
- Data entry and electronic health record (EHR) management

SUNRISE HOSPITAL

From: 25/06/2022 - To: 12/09/2023

PATIENT COORDINATOR CUM RECEPTIONIST

- Perform analytical and data entry task
- Answer patient calls, emails and questions, including finding insurance estimates
- Schedule patient visits and answer pre-visit questions, including about billing
- Work as a team player to ensure each patient receives the best service possible
- Plan, coordinate and carry out patient care operations.
- Respond to patient concerns timely and ensure patient satisfactions
- Monitors delivery of care by completing patient rounds, and maintaining communication for transfer/discharge
- Act as first level of Problem Solving and grievance handling of patients.
- Ask about problem of the patient and refer to the concerned doctor.

SBI BANK

From: 08/10/2021 - To: 12/05/2022

BRANCH RELATIONSHIP EXECUTIVE

- Provide quality Customer service to all SBI Clients and Customers
- Achieve monthly sales target of SBI cards
- Maintaining excellent relationship with employees of the assigned branch
- To resolve the queries & complaints of SBI card customers coming to branch
- Opening, managing or closing customer accounts
- Follow up on leads as provided by the bank and other associates.

HDFC BANK

From: 12/10/2020 - 13/08/2021

SALES OFFICER

- Achieving the monthly sales target
- Handling customer questions, inquiries, and complaints.
- Ensure customer satisfaction
- remain positive relationship by followup
- Listen to customer requirements and present appropriately to make a sale.
- Helping customer to account opening and closing procedures



Education

International School of Skill Development [Kochi]

2022

Diploma In Hospital Administration

Mahatma Gandhi University kerala

2019

Bsc BOTANY

VPPMKPS GVHSS Trikarpur

2016

Agriculture [Plant Protection]

VPPMKPS GVHSS Trikarpur

2014

SSLC



Skills

- Proven ability dealing efficiency with different levels of personalities at all level
- Able to work under pressure with a cheerful attitude
- Self motivated and able to work independently
- Highly organized , presentable, Dedicated to quick learner
- Customer service skills - able to develop good customer relationships with a focus on achieving customer satisfaction
- Communication skills - able to listen effectively and express oneself in a clear and articulate manner
- Excellent organizational and time management skills, with an eye for detail.



Languages

MALAYALAM ENGLISH HINDI



Personal Details

- Date of Birth : 02/09/1998
- Nationality : INDIAN
- Visa status : Husband visa



DECLARATION

I hereby declare that all the information given above are true.

DARSANA TV