

Lily D'Souza

Customer Service Representative / Patient
Relation Executive

Profile

- Experienced and reliable customer service representative with extensive experience providing assistance in a busy call center setting.
- Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone.
- Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with callers.
- Fully committed to following company procedures and winning loyal customers.

Education

- B Com, SNTD College of Commerce

Mumbai, Maharashtra | 2002 May - 2005 June
- SSC, St Agnes High School

Mumbai, Maharashtra | 1999 June - 2000 June

Employment History

- Customer Service Representative, DHA Dubai
Health Authority/Speciality Center's (DHA)

Dubai, United Arab Emirates | 2018 August - 2021 January

- Greet guests, patient as they arrive.
- Answer phone calls and emails from clients. Answer numerous calls in a high-volume call center environment. Resolve customer complaints and ensure calls are handled in a professional and prompt manner.
- Registration of clients on Salama system.
- Maintain calendars for the office and coworkers.
- File important documents and keep them well organized.
- Perform any other clerical duties necessary to keep the front desk running smoothly.
- Receive & facilitate the resolution of client or patient grievances by oral or written feedback.
- Assist clients or patients in processing various forms.



INFO

- ADDRESS

Al Fahidi, Bur Dubai, Raffa Street, SMJ
Solutions Building, Dubai, UAE, Dubai,
34250, United Arab Emirates
- PHONE

+971545097847
- EMAIL

lilyroyden17@gmail.com
- BIRTH DATE

16 Aug 1983
- NATIONALITY

Indian

SKILLS

- CUSTOMER CENTRIC
- PATIENT RELATIONS
- TEAM PLAYER
- RESOLVE PROBLEMS
- DIAGNOSTIC SKILL
- TECHNICAL SKILLS
- INTELLECTUAL SKILLS

LANGUAGES

- ENGLISH
- HINDI
- MARATHI

- Transfer calls to the respective department as per caller's requirements.
- Communicate frequently with clients
- Report quality results to the various clients and supervisors as necessary.
- Bring to notice special policy matters to the attention of the management.

**Front Office Executive/Senior
Cashier/Procurement, ADAC Abu Dhabi Airports
Company**

Abu Dhabi, United Arab Emirates | 2017 August - 2018 May

Guest Relation Executive, Ramee Group of Hotels

Dubai, United Arab Emirates | 2016 March - 2017 May

**Sr. Customer Service Representative, Serco
Global Services Pvt Ltd**

Mumbai, Maharashtra | 2014 June - 2016 March

**Sr. Customer Service Representative, Sitel Global
Services Pvt Ltd**

Mumbai, Maharashtra | 2010 March - 2014 June

Extra-curricular Activities

Volunteer, DHA Dubai Health Authority

Dubai, United Arab Emirates | 2018 August - 2021 January

(Achievements And Awards) -

Worked with the Promotion Team At Latifah, Dubai Gynecology And Fertility Center And Physiotherapy Team in regards to spread the good reputation of the Hospital and the Centre, In-person, Social Media And Manage Social Accounts.

Blood Donation Camps.

Received Awards And Recognition - For Best Advisor on CSAT Scores And Customer Service.

References

Available upon Request