**Curriculum Vitae**

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|  | **SHIJO THOMAS** **DUBAI-UAE.**  C:\Users\Lenovo\Desktop\shijo.JPG |
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**Career Objectives**

Customer care executive position where my customer service experience can be fully utilized to improve Customer satisfaction. To gain the position of customer care Executive wherein my customer service skills will make a notable contribution towards the growth of the Organization.

**Professional Strengths.**

* Outstanding communication and interpersonal skills.
* Excellent time management and organizational skills.
* Persuasive, Emphatic with good problem solving skills.
* Good Knowledge of Microsoft Outlook, Excel and Internet Explorer.
* Ability to deal with external and internal customer support in a professional manner.
* Quick learner, detail oriented and ability to adapt to new process in a limited time frame.
* Multi-tasking skills and ability to work under pressure.
* Ability to resolve associate issues effectively and efficiently.
* Strong problem solving-skills and ability to think creatively to resolve issues.
* Excellent telephone and PC/data entry skills.

**Professional Experience**

* Aster Hospital India-JCI & NABH Accredited (2016-2020)

Front Office Manager/ Customer Service Manager (Aster Suites)

* New Sidrah Medical Center /AL Raqoun Medical Center, Saudi

Customer service executive. (2009 May to 2016 March)

* Idom (Idea Cellular Service Provider), India- (2008 - 2009

Customer Care executive.

 **Patient Registration & Admission.**

* Patient registration for medical services, answering queries related to consultations and other health care services.
* Coordinating with the concerned doctor and completes the registration.
* Determines and process the procedure, if the hospital has sufficient information to process claims for the benefits to be payable to hospital.
* To send all approval claims online or fax.
* Medical billing and claim processing for approval.
* Based on doctor’s instruction admission procedures or approval process of claims.
* Take Correction and refile claims with the insurance in case of rejection of claims.

**Duties and Responsibilities**

* Medical billing and claim processing.
* To send all approval claims by online or fax.
* Making new business relation with Insurance company.
* Recording details of inquiries, complaints & comments as well as action taken.
* Take the extra miles to engage customers.
* Customer orientation and ability to adapt/respond to different type of character.
* Provides assistance to physician office staff and patients to complete and submit all necessary insurance forms and program applications.
* Billing of claims to the appropriate party and collection patient Contributions.
* Follow up with Insurance timely approvals.
* Assist in resolving balances on the patient account.
* Timely follow up with patients and guide them to correct place.
* Correct and refile claims with the insurance
* Take patient complaints, post discounts, follow up with medical records department and also provide estimates.
* Research caller’s issues/problems and find solutions
* Interact with members via telephone to respond to inquiries, complaints, appeals in accordance with internal guidelines.
* Answer a high volume of inbound calls.

**Career Highlights**

* Competent, diligent & result-oriented professional with nearly 11 years of experience in Insurance, Customer Service, Clinical billing, Front office and Guest Relation.
* Worked as Front Office Manager / Customer Service Manager in Aster Medcity, India
* Customer service Operations, billing Management.
* Multi-tasking skills and ability to work under pressure.
* Ability to resolve associate issues effectively and efficiently.
* Strong problem solving-skills and ability to think creatively to resolve issues.
* Excellent telephone and PC/data entry skills.

**Academic Profile**

* MBA currently perusing in Bharathisadan University Trichy. India.
* BBA Periyar, University Salem, India.
* Diploma in business management, Periyar University Salem, India.
* Higher Secondary school from Tamil Nadu-India.
* SSLC- from Kerala- India.

**Computer Skills**

* HIS Aster Medcity.
* Wish Net Aster Billing.
* Essay ship DHL Way Billing.
* I-Care Globe Med Accounting System.
* Bupa Billing System.
* Axa Billing System.
* MSOffice (Word, Excel, Power Point).
* Nirma Software -Sidra Medical Center.

**Areas of Interest**

* To exceed the expectations of the organization and achieve customer satisfaction.
* To contribute my customer service skills in solving complex customer problems.

I Hereby declare that the above given information is true to my best knowledge & Belief.

Yours Sincerely,

Shijo Thomas.