

CURRICULUM VITAE



NILJA RATNAKUMAR

nilja.vishnu112@gmail.com

Mob: +971 549979443 UAE

CAREER OBJECTIVE

- ❖ To obtain a challenging position with an organization which gives an opportunity to excel and contribute my skills and talents for the well being and growth of the management in an effective and efficient manner.

PROFESSIONAL EXPERIENCE

- ❖ Working with **ASTER DM HEALTHCARE**, International City, Dubai, UAE
Designation : CUSTOMER SERVICE EXECUTIVE
Period of Service : From 28 April 2019 and continuing..
- ❖ Worked with **KIMS HOSPITAL** (Kerala Institute of Medical Science), Kollam, Kerala.
Designation : GUEST & PATIENT RELATION EXECUTIVE
Period of Service: From 1st August 2017 to 17th October 2018

(**PROMOTED AS PATIENT CARE COORDINATOR**)
- ❖ Worked with **BLUE NILE SOLUTIONS INDIA PRIVATE LIMITED** Trivandrum, Kerala
Designation: CLIENT COORDINATOR
Period of Service: 1st April 2016 to 31st June 2017.
- ❖ Worked with **TRENDZ LIFE STYLE & ACCESSORIES L.L.C**, Dubai, UAE
Designation: ACCOUNTANT CUM SALES AND ADMINISTRATION
Period of Service: 15th April 2015 to 31st January 2016.
- ❖ Worked with **WE R TAX PRACTITIONERS AND ACCOUNTANTS**, Trivandrum, Kerala,
Designation: ACCOUNTANT
Period of Service: 1st May 2012 to 31st March 2015

JOB PROFILE FOR COSTOMER SERVICE EXECUTIVE:

- ❖ Greeting patients in a friendly and professional manner
- ❖ Answering telephonic and e-mail inquires in a timely manner
- ❖ Handling patients, referral sources, and administrative department inquires
- ❖ Communicating with insurance companies and/or prior authorization requests
- ❖ Entering patient information into a customer information system
- ❖ Explaining the patients regarding their insurance copay, referrals etc
- ❖ Deferring queries to the line manager if unable to answer them
- ❖ Informing the visiting patients regarding the packages and camps
- ❖ Ensuring customer satisfaction and assisting them with issues/concerns related to their health
- ❖ Making decisions as needed off-hours or without supervision to ensure an uninterrupted supply of product to customers
- ❖ Developing the knowledge of customer needs and trends to improve customer satisfaction and loyalty
- ❖ Familiarizing with the up-to-date and the changes in the plans and tariffs
- ❖ Furnishing members and health care practitioners with details regarding members benefits
- ❖ Granting ore-authorizations for medical treatment,if covered
- ❖ Ensuring that my workplace remains tidy, and that I am equipped with all relevant tools and resources

JOB PROFILE FOR PATIENTS CARE COORDINTOR & COUNCILOR:

- ❖ Providing educational information regarding the direct care providers related to treatments, procedure, medications, packages and continuing care requirements.
- ❖ Counseling the patients before and after surgery.
- ❖ Monitors delivery of care during patient rounds, and identifying progress towards desired care outcomes.
- ❖ Resolving issues that could affect smooth care progression.
- ❖ Interacting with involved departments to negotiate and expedite scheduling and completion of tests, procedures and consults.
- ❖ Develops interdisciplinary care plan and other management tools by participating in meetings
- ❖ Coordinating information and care requirements with other care providers.
- ❖ Fostering peer support.
- ❖ Respects patients by recognizing their rights, maintaining confidentially.
- ❖ Maintains quality service by establishing and enforcing organization standards.
- ❖ Maintains patient care database by entering new information as it becomes available.
- ❖ Submitting the updated reports to the higher authority.
- ❖ Replying to the quarries of patients through mail and telephone.

SKILLS OF CARE COORDINATOR:

- ❖ Persuasion
- ❖ Verbal Communication
- ❖ Health Promotion and Maintenance
- ❖ Patient Services
- ❖ Building Healthy Relationships
- ❖ Resolving Conflicts
- ❖ Coordination
- ❖ Listening
- ❖ Scheduling
- ❖ Teamwork
- ❖ Legal Compliance

JOB PROFILE FOR CLIENTCOORDINATOR:

- ❖ Dealing Phone Calls
- ❖ Dealing with Customer Quarries and solving their problems.
- ❖ Client Coordinating.
- ❖ Forwarding calls to appropriate person
- ❖ Collecting information's from the clients and directing them properly.
- ❖ Maintaining Visitors register, Phone Call Register, Document Register, Attendance
- ❖ Sending and Replying Mails
- ❖ Dealing with upper and lower level management
- ❖ Receiving and delivering couriers if any
- ❖ Handling administration works and front office

JOB PROFILE FOR ACCOUNTANT CUM SALES AND ADMINISTRATION:

- ❖ Preparing and maintaining Invoices & Vouchers
- ❖ Maintaining Petty Cash and Cash Accounts
- ❖ Maintaining Creditor and Debtors Accounts
- ❖ Printing & Scanning
- ❖ Providing adequate information about the products (Mattress, Base, Headboard and related Accessories) and services and convincing the customer to buy the products.
- ❖ Placing orders
- ❖ Coordinating with the factory staffs and the customers to deliver the products at timely manner without any delay.
- ❖ Handling Phone Calls.
- ❖ Handling Customer Quarries

JOB PROFILE FOR ACCOUNTANT:

- ❖ Maintaining day to day books of accounts
- ❖ Passing of all Entries
- ❖ Maintaining accounts receivables and payable.
- ❖ Handling Bank Reconciliation
- ❖ Maintaining the Company and resolving differences if any in a timely manner.
- ❖ Preparing monthly Trial Balance, Profit & Loss Account with in the specified time bound.
- ❖ Finalization of accounts
- ❖ Inventory Management
- ❖ Drafting and mailing letters to various authorities.
- ❖ Cash Management
- ❖ Maintaining petty cash
- ❖ Book Keeping

EDUCATION

- ❖ “Masters of Commerce” from Madurai Kamaraj University, Tamil Nadu, India. (2016 to 2018)
- ❖ “Bachelors of Commerce” from Kerala University, Kerala, India. (2009 to 2012)
- ❖ “Plus Two” from Board of Higher Secondary Education , Kerala ,India (2007 to 2009)
- ❖ “SSLC” from Board of Secondary Education, Gujarat, India (2007)

COMPUTER SKILLS:-

- ❖ **Tally ERP 9 , Peachtree , Quick books**
- ❖ **MS-Excel**, MS Word, Internet Explorer

PERSONAL PROFILE

- | | |
|--------------------------|----------------------------------------------|
| ❖ Date Of Birth | : 14-10-1990 |
| ❖ Marital Status | : Married |
| ❖ Language Known | : English, Hindi, Gujarati, Malayalam, Tamil |
| ❖ Nationality | : Indian. |
| ❖ Passport No. | : L3023134 |
| ❖ Driving License | : 16/8341 issued in India |
| ❖ Visa Status | : Employee Visa |

DECLARATATION

I hereby declare that all the statements furnished above are true to the best of my Knowledge and belief.

Place: Dubai

Nilja