



MAHESH CHERAYIL

SPECIALIZED – COORDINATOR / OFFICE ADMINISTRATIONS/
OPERATIONS/ MARKETING/ CUSTOMER SERVICES



DUBAI, UAE



+ 971 507236909



maheshpmna69@gmail.com

ABOUT ME

COORDINATOR / OFFICE ADMINISTRATIONS/
OPERATIONS/ MARKETING/ CUSTOMER SERVICES

OVER 10 YEARS OF EXPERIENCE IN
HEALTH CARE. EXCELLENT REPUTATION
FOR RESOLVING PROBLEMS AND
IMPROVING CUSTOMER SATISFACTION.

PERSONAL DETAILS

DATE OF BIRTH : 14-MAY-1991

NATIOANALITY : INDIAN

MARITAL STATUS : MARRIED

VISA STATUS : VISIT VISA

PASSPORT NO : U3695512

EDUCATION AL QUALIFICATIONS

GRADUATION: BSC, Zoology
Calicut University, Kerala

HSE: PLUS TWO, BIOLOGICAL SCIENCE

SSLC: BOARD OF SECOANDARY
EXAMINATION, KERALA

COMPUTRER SKILLS

MS OFFICE

INTERNET TOOLS

HOSPITAL APPLICATION
(AMRITHA, HIS, YASASII)

WORK EXPERIENCE

KIMS ALSHIFA HEALTH
CARE PVT. LTD
PERINTHALMANNA,
KERALA,INDIA
JUN 2012 – AUG 2021

COORDINATOR RELATIONS AND COUNSELING

- Balance daily patient charges (cash, check, credit cards) against computer.
- Prepared and pulled medical records for daily appointments, collected patient demographics for registration, verified insurances and processed referrals.
- Generated and collated patient charts and audited medical records for graduating residents.
- Assist in preparing patients for disability interviews and retrieving medical records and authorization forms * Quickly and effectively solve customer challenges.
- Schedule patient appointments, perform full registration, verify demographics, run insurance eligibility and complete medical records.
- Admitted patients, scheduled appointments, processed electronic medical records, and handled insurance registration and cash balancing.
- Team lead of all patient registrations, scheduling, medical referrals and insurance requirements for private healthcare facility in Boston area.
- Managed clinic administrative office operations, patient registration, insurance claim process, and up dated patient and employee records.
- Balanced daily patient charges, prepared deposits, completed cash control log, and secured cash funds without supervision.
- Maintained patient files, responded to request for medical records/films, and answered and directed phone calls
- . Provided excellent customer services and delivered telephone message to clinical staff while accurately correlating patient files and medical records.
- Provide monthly accountability and variance analysis of customer service outcomes.
- Provided excellent customer service while maintaining strong patient relations.
- Developed customer service programs and facilitated staff education.
- Compiled and organized pertinent patient information including medical records, medications, insurance information, and legal guardianship paperwork.
- Act as a team leader for all practice staff and educate them on patient expectations as well as customer service initiatives.

SKILLS

- ◇ CUSTOMER SERVICE
- ◇ DOCUMENTATIONS
- ◇ FINANCIAL STATEMENTS
- ◇ STAFF MANAGERMENTS
- ◇ PATIENT CARE
- ◇ RELATIONSHIP BUILDING
- ◇ OFFICE OPERATIONS

LANGUAGES KNOWN:

- ◇ ENGLISH
- ◇ HINDI
- ◇ MALAYALAM

STRENGTH

- ◇ EXCELLENT COMMUNICATION
- ◇ PRESENTATION SKILLS
- ◇ LEADERSHIP AND TEAM WORK QUALITY
- ◇ CONFIDENT AND PLEASANT PERSONALITY
- ◇ DEDICATED TO WORK
- ◇ ABILITY TO HANDLE TASKS
- ◇ DECISION MAKING

**AIMES HEALTH CARE
PERINTHALMANNA,
KERALA,**
Aug-2021 – Nov-2021

ASSISTANT MANAGER OPERATIONS

- Reestablished the culture of customer service on the front end by setting the bar for fast, friendly and courteous service.
- Exceed monthly and quarterly sales goals by consistently monitoring and re-aligning staff to shrink deficit.
- Selected for the opening of 2 brand new stores due to training prowess and meticulous attention to detail.
- Provide guidance to the merchandising team associates to expedite the flow of merchandise from the receiving area to the sales floor.
- Train, supervise, and develop all Front End and Lot Associates, and maintain adequate coverage through scheduling.
- Facilitated all operations including inventory management, receiving and front end activities.
- Manage all front end cashiers, door greeters, cart pushers, service desk, and the money center.
- Worked all areas of store management including all areas of profit/loss, production, efficiency, security, and employee management.

**BKCC HEART HOSPITAL
PERINTHALMANNA,
KERALA,INDIA**
DEC 2021 – FEB 2022

MARKETING MANAGER

- PROJECT MANAGEMENT: Managed local leading advertising agencies to produce original communications, advertising and training materials for all media
- Complete market assessment, technology assessment and market research reports as required in support of business development and technology licensing activities.
- Managed market research and analysis for overall marketing and business development operations, as well as key strategic committees and initiatives.
- Managed marketing and brand support for online distribution channels targeting business travel, government and VIP customers.
- Completed market research surveys to analyze geographical organization of sales efforts, resulting in increased market intelligence and improved market share.
- Developed marketing strategies and tactical execution for home equity products and provided project management to checking and debit card marketing programs