



ASMITA KOTIAN

PATIENT CARE REPRESENTATIVE (CALLS)

📍 Bur Dubai, Dubai, United Arab Emirates.

☎ 971-52-2467835

✉ asmitakotian03@gmail.com

WEBSITES & SOCIAL LINKS

LinkedIn:
<http://linkedin.com/in/asmita-kotian-105323a8>

SKILLS

PUBLIC INTERACTION

INBOUND & OUTBOUND CALLING

HEALTHCARE OPERATIONS

EXCELLENT COMMUNICATION

LANGUAGES

ENGLISH

HINDI

MARATHI

TULU

KANNADA

MALAYALAM

PERSONAL DETAILS

Date of birth
10-March-1992

Nationality
Indian

Visa status
Tourist Visa

Marital status
Single

ABOUT ME

To optimally utilize the present abilities, expertise and knowledge in the organization, so as to enable the organization achieve its goals and at the same time capture opportunities for constant learning and career development.

WORK EXPERIENCE

**ASTER DM
HEALTHCARE LLC**
Dubai.

Jun 2017 - Jan 2020

Patient Care Representative (Calls)

- Answering Inbound Calls.
- Updating and verifying patient information at every visit.
- Informing patients about delays and waiting times.
- Documenting the call details in the software along with summary of query.
- Scheduling patient appointments and making reminder calls.
- Raising flow up for patients reports, insurance status to medical center team.
- First point contact for handling complaints of the patients and escalating it to higher management.
- Following up with patients to ensure their inquiry or complaint has been satisfactory resolved.

**AL SIRAJ
INTERNATIONAL
ALUMINUM AND
GLASS LLC**
Dubai.

Mar 2014 - May 2016

Admin / Receptionist

- Doing self correspondence, Preparing faxes, letters & memos.
- Sending enquiries for Aluminum, Glass & Curtain Walls.
- Preparing the Bill of Quantity (BOQ).
- Preparing Quotations for the enquiries. Maintaining the records of the quotations.
- Following up the inquiries, quotations, orders and suppliers on sent enquires.
- Preparing Submittals (Material, Technical & Shop Drawings Submittals).
- Welcoming visitors by greeting them, in person or on the telephone.
- Regular maintenance of accounts.
- Performing daily accounting entries - expense Invoices, receipts, payments etc and daily reporting.
- Tracking and Regular follow ups of Accounts Payables.
- Checking of Purchase/Credit bills & issuing Cheques.
- Maintaining the cash and bank accounts, receipt and payments.

**ARVATO
BERTELSMANN
MARKETING**

India.

May 2013 - Mar 2014

- Maintaining Record of Staff leave.
- Maintains safe and clean reception area by complying with procedures, rules and regulations. Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Monitor the use of supplies and equipment.

Customer Service Representative (Emails, Calls & Chats)

- Replying to feedback of customers via Emails & Calls if needed.
- Taking care of Sr. level requirements and closures in process.
- Taking Care of weekly roster of team.
- Allocating Emails to Concern Team & Employees.
- Handling inbound Chats and Calls if required.

**GEBBS HEALTH CARE
SOLUTIONS**

India.

Oct 2011 - Apr 2013

Account Receivable (AR - Outbound calls / Back office)

- Analyzing data and contacting insurance companies via emails and phone.
- Working for provider for the settlement of the claim.
- Maintaining Ms Reports and providing it to the Team leader by EOD.
- APS Medical Billing reviews any rejected claims for systematic issues that can be addressed in the pre-billing process (plan designations, etc.).
- Once a claim is accepted and processed, we review the insurance explanation of benefits to ensure that the adjudication of the claim reflects any contractual agreements between the provider and the insurer.

EDUCATION

India.

- Passed Bachelors of Commerce in March 2012-2013.
- Passed Higher Secondary Certificate (HSC) in Feb 2009-2010.
- Passed Secondary School Certificate (SSC) in March 2007-2008.

COMPUTER SKILLS

MS Word, MS Excel, MS PowerPoint, MS Outlook, Tally Accounting.