Janice

janice.378090@2freemail.com ; C/o- +971501685421

Seeking employment to work with zeal, enthusiasm and full dedication in the field of Healthcare, to achieve results, scale great heights in career and contribute to the organization.

**Medical coding and Billing | 2016 | Centre for Advanced Studies, Kerala, iNDIA**

**Diploma in Advanced Medical Transcription| 2016 | Keltron, Kerala, iNDIA**

**MASTERS OF sCIENCE IN bIOINFORMATICS | 2006 | mg UNIVERSITY, iNDIA**

**BACHERLOR dEGREE IN sCIENCE (zOOLOGY) | 2003 | KERALA UNIVERSITY**

**Certification**

* AAPC-CPC Certified Professional Coder for Healthcare

**mEDICAL tRANSCRIPTION | Bnva sOFTWARE SOLUTIONS | jAN 2017 – tILL DATE**

* Transcribe, Interpret diagnostic test results, Operative Reports and Referral Letters.
* Identify Inconsistencies, errors and missing information within a report that could compromise patient care
* Follow Patient confidentiality guidelines and legal documentation requirements

**Customer care co-ordinatior| 2GIS ADVERTISING llc, dUBAI, uae | March 2014 - Nov 2014**

* Marketing, Advertising, Data Collection and Research
* Identify and correcting business listings within the database
* Co-ordinating the Call Access Team, Scheduling team rosters and call volumes for agents

**Team Leader| Cupola tele services, dUBAI, uae | nov-2007 - oct 2013**

* Managing Dispatch Functions for HP Engineers on HP Products
* Managing Mission Critical customers with parts and engineer dispatch within SLA
* Handling and managing Escalations for critical customers
* Ensuring that and End-to-End Customer satisfaction is met
* Assigning Technical teams based on the nature of calls
* Creating Weekly and Monthly reports for management

**Customer care executive| Hewlett packard, dUBAI, uae | Dec-2006 - oct 2007**

* Accessing customer service requests
* Submit cases to the HP Response Center for HP products.
* Dispatching for remote resolving or onsite support if necessary.
* Read detailed information from cases, including comments and replies from HP Response Center Engineers.
* Follow-up comments for the HP Response Center Engineer to the open, electronic cases.
* Follow up the case and resolution to the entire customers of customer.
* Updating customers with the current status of their problems reported.
* Ensuring that End to End resolution is met for the customer commitments.

**Personal Information**

* Nationality : Indian
* Marital Status : Married
* Date of birth : April 27th, 1982
* Language Proficiency : English, Hindi, Malayalam
* References : Will be furnished upon request