**​Curriculum-Vitae**



**Neetu**

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Dubai, UAE

**Career Objective**

To put forth my knowledge, talents & skills towards the advancement of the organization & also to work in challenging & creative environment by taking up the work assigned with great commitment and passion to the best of my ability.

**Work Experience**

Currently working in ​​**Aster Medical Centre**​(​Customer Care Executive​From 17th May, 2015)

**Responsibilities:**

* Serves as the core of communication within the work area. Assisting patients by greeting and helping them; scheduling appointments; maintaining records and accounts. Handles insurance and billing.
* Maintains patient accounts by obtaining, recording, and updating personal and financial information.
* Researched and solved claim and billing issues
* Handling the duty and responsibilities of Floor Supervisor
* Closing Tickets, duty scheduling, administration works,etc
* Maintained transaction report for client billing
* Interacting with clinical staff, patients, co-workers, and other departments in a positive and professional manner
* Deliver best-in-class customer service by fulfilling each customer’s unique needs while adhering to the policies
* Provide secretarial support such as answering telephones, assisting patients, making follow up appointments.
* Keeping front office area well organized and functional.
* Responsible for sending per-authorization request and insurance forms for approvals.
* Front office, billing & Office Administration.

**V.P. Consultants**

H.R. Recruiter Cum Coordinator​from (From 9th July, 2012 to12th August, 2014)

**Responsibilities:**

* Co​ordination for walk​in interviews closure
* Communication and follow –ups with candidate before and post interviews
* End to end coordination of interview till the candidate joins the Company
* Maintaining trackers for strong database ,daily report generations.

**Educational qualification**

* 10th​​Passed from C.B.S.E Board
* 12th Passed from C.B.S.E Board
* B.Com Pass from Manav Bharti University
* Pursuing PG in Hospital and Healthcare Management from Symbiosis
* Pursuing Certificate in Infection Control from Symbiosis

**Skills Acquired**

* Self motivation
* Customer service and orientation
* Team work
* Initiative and commitment to achieve
* Ability to adapt to any situation, willingness to learn and hard working
* Proficiency in communication skills
* Basic knowledge of computer (MS Office, Internet)

**Personal Details**

Date of Birth

Sex

Marital status

Language Known

Nationality

Visa Status

Notice Period

1st Feb 1987

Female

Single

Hindi and English

Indian

Residence

**Hobbies**

Watching Movies and Playing Table Tennis

I, Neetu Semwal, hereby certifying that all information stated above is true to the best of my knowledge.