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| --- | --- | --- | --- |
| |  | | --- | |  |     **Contact**    **Skills**     * Multi-tasking strength Business strategies * Excellent communication * Internet Explorer * Problem-solving skills * Hospital inpatient and outpatient records * Finance reporting * Managing insurance claims * Medical office administration * Insurance claims and denial processes * Detail oriented * Open and clear communicator * MS Office proficiency * Multi-line telephone systems * Professional and smart presentation * Customer-service oriented * Verbal and written communication * High efficiency * Documentation and reporting * Multitasking and prioritisation * Telephone skills * Vendor relations skills * Team leadership * Motivational team player * Scheduling and office admin * Excellent administrative     **EDUCATION**   * **2015**   | INDORE  B.A Graduate: SOCIALOGY   * **2008**   | INDORE Foundation Degree in Science: Aircraft maintenance engineering   * **2007**  Little Flower H.S School Indore | INDORE 12th: SCIENCE - PCB   * **2005**  Little Flower H.S School Indore | INDORE 10th: SCIENCE    **PERSONAL DETAILS**  Date of birth : 13/11/1989  Marital Status : Married  Nationality : Indian  **LANGUAGES KNOWN**  English - Fluent  Hindi - Fluent | |  | | --- | | DAPHNE **Professional summary**  To be a part of dynamic organization where l can prove myself as a best seller, administrator, and business coordinator and can handle marketing also and create a good name for me and for the organization by using my knowledge and skills to its extents. **Offering 9 years of experience** developing and innovating high-performing accuracy and efficiency in multiple tasks and producing timely, quality results.    **Work history**  RECEPTIONIST-BANK EXECUTIVE-MEDICLAIM FINANCE OFFICER  10**/2018 - 10/2020**  TPA Coordinator in Finance, Medical Claims Administrator Handling many different responsibilities, which include reviewing patient records using medical coding procedures. Examine the claims and verify insurance eligibility, as well as record any medical charges and other payments or adjustments. Taking care of detecting any coding errors or performing any modifications needed. Reporting discrepancies. Creating, sending, and following up on invoices. Collecting and reviewing data for reports.  SENIOR COUNSELLOR  **CONTA CARE EYE HOSPITAL** |INDIA **05/2017 - 08/2018**  To satisfy the patients by giving medical advice and also clearing their doubts regarding other eye diseases and to reduce the doctor's time.  To minimize the doctor's time by explaining and clearing the doubts of the patients.  To help the patients to finish the investigations on time in each department. To explain about the intensity of the disease and to encourage the patients to come for follow-up.  SENIOR BUSINESS EXECUTIVE – EMAIL DEPARTMENT  **INTEI-NET GLOBAL SERVICES** | INDIA **08/2016 - 04/2017**  Answer incoming emails and respond to **customer immediately in given tat.** Provide product and service information to **customers**. Research required information using available resources. Research, identify, and resolve **customer** complaints using applicable software.  RECEPTIONIST/ADMIN INCHARGE CUM HR COORDINATOR ASSITANT  **MAKE MY TRIP INDIA PVT. LTD**, AHMEDABAD **05/2015 - 04/2016**  Assisting with a variety of administrative tasks including copying, faxing, taking notes and making travel plans.  Preparing meeting and training rooms. Answering phones in a professional manner, and routing calls as necessary. Assisting colleagues with administrative tasks.  RECEPTIONIST CUM ADMIN ASSITANT  **INDUS WORLD SCHOOL**, INDIA **05/2014 - 05/2015**  Arrange internal and external transportations for **school** events, activities, trips, guests, etc. Staff, students and parents access card printing. Perform other clerical **receptionist duties** such as filing, photocopying, etc. Perform all other ad hoc tasks assigned by the line manager.  RECEPTIONIST CUM ADMIN ASSITANT  **PODAR INTERNATIONAL School** INDIA **07/2012 - 08/2013**  Arrange internal and external transportations for **school** events, activities, trips, guests, etc. Staff, students and parents access card printing. Perform other clerical **receptionist duties** such as filing, photocopying, etc. Perform all other ad hoc tasks assigned by the line manager or Principle.  RECEPTIONIST CUM ADMIN ASSITANT  **BEAMS HOSPITAL** INDIA **03/2011 - 01/2012**  Answering incoming calls, directing calls to appropriate staff, greeting and checking in all patients for office appointments, including paperwork for patients to fill out, scanning insurance cards, entering all demographic information into the electronic health record, entering referrals for office visits into EMR, scanning for staff as needed, and working closely with physicians and staff.  CUSTOMER SERVICE EXECUTIVE  **FIRST SOURCE PVT, LTD,** INDIA **07/2010 - 01/2011**    Answer incoming calls and respond to customer's emails.  Provide product and service information to customers. Research required information using available resources. Research, identify, and resolve customer complaints using applicable software. | |

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Reference

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