



## Jomon Raju

Dubai Investment Park 1, UAE.  
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### Summary

Experienced and results-driven Administrative Professional with over 8 years of expertise in office administration and customer service, including 1+ year in the UAE healthcare sector and 7+ years in India across corporate and media-industries. Adept at managing front desk operations, patient registration, insurance coordination, billing, cashiering, and guest relations in fast-paced environments. Committed to delivering high-quality service with accuracy, professionalism, and confidentiality. Proficient in ERP systems, Hospital Information Systems (HIS), and Microsoft Office. Strong interpersonal and multitasking skills, with a focus on creating a positive patient and visitor experience.

### Skills

- Front Desk Operations & Guest Relations
- Patient Admission, Insurance & Discharge Coordination
- Billing, Co-payment Handling & Petty Cash Reconciliation
- Appointment Scheduling, Calendar Management & Follow-Up
- Administrative Support, Procurement & Basic HR Assistance
- Microsoft Office, ERP Systems & Healthcare Management Software
- Customer Service, Complaint Handling & Conflict Resolution
- Meeting Coordination, Inventory & Office Supplies Management

### Work Experience - UAE

Employer : NMC Royal Hospital.  
Department : Administration.  
Designation : Billing Executive.  
Location : UAE DIP-1.  
Tenure : June 2022 to April 2024.

**NMC Royal Hospital:** NMC, is the largest integrated private healthcare platform in the UAE and is the third largest in Oman, with over 13,000 employees and about 5.5 million patient interactions annually through 85 operating facilities that include medical centres, long term care facilities, day surgery centres, fertility clinics and home health services.

#### **Duties and Responsibilities:**

##### **Pharmacy Cashier:**

- Processed cash and credit card transactions efficiently at the pharmacy register.
- Collected co-payments, managed petty cash, and maintained accurate cash drawer balances daily.
- Entered patient payments into databases accurately and confidentially.
- Reported low stock and expired items to inventory staff to support inventory control.
- Assisted pharmacy staff with coordinating and dispatching medication deliveries.
- Logged receipts and processed refunds promptly.
- Provided friendly and courteous customer service.
- Counted cash accurately at the start and end of each shift to ensure accountability.

##### **Front Desk & Guest Relation Executive:**

- Act as a patient advocate for insurance patients in assigned wards by guiding, informing, and educating them daily.
- Assist at the front desk with patient admissions, including the registration process and providing information to patients, families, and visitors.
- Verify insurance claims and check patient insurance eligibility.
- Collect cash bills and insurance co-payments from patients according to insurance eligibility.
- Register patient data accurately in the database.
- Assist patients with issues related to registration and billing, enhancing patient satisfaction.
- Answer and route incoming phone calls professionally.

- Assist patients with completing necessary forms and documentation.
- Maintain a clean, calm, and organized reception area.
- Perform general clerical tasks as needed.

### Work Experience - India

Previous Employer : ScoopWhoop Media Pvt Ltd.  
 Designation : Sr. Admin Executive.  
 Location : Mumbai, India.  
 Tenure : Nov 2018 to Oct 2020.

**ScoopWhoop Media Pvt Ltd:** ScoopWhoop is India's internet media and news company. The company creates and curates India-specific stories. The website initially started as a viral content generating and sharing website but now the company has also begun serving as a news portal and acts as a channel for sharing and remedying social concerns.

#### **Duties and Responsibilities:**

##### **Administration:**

- Performed a wide range of administrative and financial functions for the Mumbai Branch Office.
- Handled incoming calls and helped visitors with excellent customer service.
- Maintained security by logging office visitors and issuing visitor passes.
- Ensured office supplies were maintained by monitoring inventory and coordinating with vendors to maintain adequate stock levels.
- Independently planned and organized daily work activities based on priority and importance.

##### **HR / Finance Assistance:**

- Assist with employee documentation, including joining formalities, PF processing, and exit formalities.
- Administered new employment assessments.
- Made necessary arrangements for employees' accommodation and transportation.
- Handled petty cash management.
- Ensured all invoices were submitted on time with proper documentation.
- Handled cheque deposits and transactions.
- Coordinated with all stakeholders to ensure payments were released within the stipulated TAT.

### Work Experience - Back Office -India

- Administration Officer @ AOT INDIA PVT LTD, Mumbai.
- Admin and Vendor Payment @ Eclerx, Mumbai.
- Process Associate, @ Tata Consultancy Service (TCS), Mumbai.
- Executive, @ Syntel Pvt Ltd, Mumbai.

### Academic Details

Highest Qualification : BCom Graduate.  
 Institute : Gurukul Collage of Commerce, Mumbai, India  
 University : Mumbai University.  
 Year : 2009.

### IT Skills

- Hospital Information Systems (HIS), ERP, Oracle.
- Internet Applications & Video Conferencing Tools.
- Well versed with MS Office Application, Software and Internet Applications.

## Personal Details

- Name : Jomon Raju
- Date of Birth : 19<sup>th</sup> April 1988
- Sex : Male
- Language Know : English, Hindi and Malayalam
- Nationality : Indian
- Present Address : Dubai UAE
- Visa : Dependent Visa

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### Declaration:

I Jomon Raju hereby confirm that the information given above is true to the best of my knowledge.

Place: UAE

Date:

Yours Faithfully  
Jomon Raju