

# ADARSH CV

## Customer Service Representative

+971 558792627 @ adarshcv005@gmail.com www.linkedin.com/in/adarsh-cv-3ba968294 Dubai



### SUMMARY

Dedicated and organized Customer Service Representative with over four years of experience in a healthcare environment. Skilled in managing patient inquiries, scheduling appointments, and maintaining efficient office operations to ensure a positive patient experience.

### EXPERIENCE

05/2021 - Present

Sharjah, United Arab Emirates

#### Customer Service Representative

##### Aster DM Healthcare

Aster DM Healthcare Limited is a healthcare service provider. The Company's segments include Hospitals, Clinics, Retail Pharmacies, and Home care

- Greet patients and visitors in a friendly and professional manner, enhancing overall patient experience.
- Manage patient appointments, including scheduling, rescheduling, and confirming appointments.
- Maintain patient records and ensure confidentiality in compliance with MOH regulations.
- Handle client inquiries, providing information about services, treatments, and pricing.
- Process patient intake forms and insurance information accurately.
- Handle phone inquiries, directing calls to appropriate staff as needed.
- Collaborate with medical staff to streamline patient flow and improve clinic operations.
- Address customer complaints and concerns with patience and professionalism, escalating issues to the appropriate personnel when necessary.
- Support marketing and promotional activities as needed.
- Processing payments and handling billing inquiries.



04/2020 - 04/2021

Dubai, United Arab Emirates

#### Concierge Receptionist

##### Emrill Services LLC

Emrill Services is a multi-award-winning integrated facility management provider in the UAE.

- Greet and welcome guests upon arrival, providing a friendly and professional first impression.
- Respond to guest inquiries, providing information on hotel services, local attractions, and events.
- Assist guests with reservations for dining, entertainment, transportation, and other activities.
- Handle special requests, such as arranging transportation, providing directions, or facilitating special occasions.
- Maintain knowledge of local attractions, restaurants, and events to offer recommendations and assistance.
- Coordinate with housekeeping, maintenance, and other hotel departments to fulfill guest requests and ensure satisfaction.
- Manage the concierge desk and keep records of guest interactions and services requested.
- Assist in resolving guest complaints or concerns promptly and effectively.
- Maintain confidentiality and discretion regarding guest information.



12/2018 - 07/2019

Kannur, India

#### ARDM

##### Reliance Nippon Life Insurance

Leading life insurance provider in India, Reliance Nippon Life Insurance, provides a variety of insurance plans, including term insurance, savings plans.

- Responsible for recruitment and management of Agents - Identify, recruit and manage advisors from the respective location. Train and motivate advisors to provide a better understanding of market/products. Monitor and review agents' performance. Help them achieve maximum business.



### EDUCATION

2016 - 2018

#### Master of Business Administration (Marketing)

##### University of Mysore



2016 - 2018

#### Postgraduate program in management

##### National school of business academy



2013 - 2016

#### Bachelor of Business Administration

##### Bharathiar University



## SKILLS

Professionalism	Multitasking	Communication	Problem Solving	Customer focus	Billing
Interpersonal skills	Organizational skills	Office administration	Sales Skills	Adaptability	Medical terminology
Attention to detail	Conflict resolution	Time Management			

## VOLUNTEERING

Aster Volunteer

Aster DM Healthcare

📅 Present

Aster Volunteers is an initiative by Aster DM Healthcare. They provide the best medical and non-medical volunteers support to society.

## LANGUAGES

English  
Native



Hindi  
Proficient



Tamil  
Proficient



Malayalam  
Native



## KEY ACHIEVEMENTS



### Enhanced Patient Satisfaction:

- Achieved a 96% patient satisfaction score through effective communication and prompt service.
- Implemented a follow-up system to check on patients post-appointment, resulting in positive feedback and loyalty.



### Efficiency Improvements:

- Reduced average wait time by 10% by streamlining appointment scheduling processes.
- Developed a new electronic filing system that improved information retrieval time by 20%