



Application for: Front Office / Customer Service Representative

Sanjog Anand Kochrekar

P.O. Box 5625 Ajman - U.A.E.

Mob : +971524565490

Email:kocherkarsanjog@yahoo.com

OBJECTIVE

To work in a challenging environment, learn new technologies, implement them in the company's growth and develop excellent interpersonal and management skills for the benefit of the company by being efficient, enthusiastic, proactive and focused.

Amina Hospital (UAE) –Call Center Supervisor

August 18, 2016 – up to present

JCI Accredited Hospital

Al Quds Road, AL Rashidiya Area

P.O. Box 5625 Ajman United Arab Emirates

Job Responsibilities includes;

1. Preparing call center KPI report on daily basis to the Management
2. Monitoring the quality of incoming Calls and out goings calls on daily basis
3. Solving patient support issues & complains via calls and emails
4. Providing complete assistance to the new CSR according to the skillset on live calls
5. Providing floor support in order to ensure that all the information provided
6. Monitoring the Agents on their customer service skills

7. Arranging Training to the new staff's
5. Preparing call center duty Rota for the Month
6. Arranging Annual Leave plan for the Department
7. Arranging Departmental Meetings on weekly basis

Amina Hospital (UAE) –Receptionist

Job Responsibilities includes;

1. Act as the point of contact for a busy unit,
2. multitasking, prioritizing and reprioritizing tasks as necessary
3. Answer incoming calls, and respond appropriately
4. Deal with unplanned problems and/or crisis on a daily basis
5. Prepare the insurance Eligibility for pre-op surgery admission
6. Serve as a receptionist, clerical assistant, cashier and an interpreter for the unit.
7. Ensure patients are registered in a timely manner in Clinics, Admission office and Emergency Room (ER-DSU-ICU).
8. Responsible for highly sensitive and confidential information,
9. comply with all hospital laws and regulations
10. Post - op Follow up Appointment for the patients.
11. Welcoming patients and requiring them to present identification cards in order to register them before undergoing an operation.
12. Coordinates booking of appointments to optimize clinic function.
13. Provide the support necessary to ensure the registration process, the Preadmission and admission process in a manner that exceeds both internal and external customer needs and expectations.
14. Ensure patients are registered in a timely manner in Clinics, Admission office and Emergency Room (ER-DSU-ICU)

GMC Hospital and Research Center (UAE) -Appointment Desk Officer

January 12, 2013 - July 3, 2015

JCI Accredited Hospital

Sheikh Zayed Road, AL Nuaimiya Area

P.O. Box 4184 Ajman United Arab Emirates

Job Responsibilities includes;

1. Attend to inbound & outbound calls of the clients &staff
2. Anticipate problems and needs of the clients
3. Book appointment of patients on their requested & appropriate doctors

4. Blocking shift allocation of the doctors
5. Making appointment & cancellation
6. Making confirmation for the next day (out patients) appointments
7. Extend help on patient affairs & issues
8. Capable of handling issues and complaints & provide solutions to the clients
9. Send &receive fax, copy &scan important papers & daily mails
10. Fully aware of information related to the service of the hospital
11. Handle calls in a pressure environment
12. Efficient in the transaction processing
13. With good interpersonal skills
14. Checking the insurance approval status
15. Checking insurance legality

Golden Sands Hotel Apartments, Dubai (UAE)-SHIFT LEADER

November 13th 2006 - November 2012

Job Responsibilities includes;

1. Check the mode of payment for the departures.
2. Checking the LPO (Bill to company letter).
3. Posting the bills.
4. Handling the cash transaction credit cards and Cheque.
5. Checking high balance (credit balance).
6. Taking hand over from previous shift
7. Read and follow the log book
8. Follow up the traces (if any)
9. Checking the in house guest birthday.
10. Follow up the guest complaints and to inform the concemed department
11. Check all the expected arrivals with correspondence.
12. Block the rooms for arrivals as per their request.
13. Checking housekeeping discrepancy report.
14. Follow up the store request if we need anything
15. Confirmation of next day departure.
16. Check in the guest as per the hotel policies and procedure

17. Check the correspondence of next day arrivals

Royal Goan Beach Club at Royal Palm,GOA (INDIA) - Receptionist

April 1st2006 -August 31st2006

Job Responsibilities includes;

1. Check the mode of payment for the departures
2. Posting the bills.
3. Handling the cash transaction credit cards and Cheque.
4. Taking hand over from previous shift
5. Read and follow the log book
6. Follow up the traces (if any)
7. Checking the in house guest birthday.
8. Follow up the guest complaints and to inform the concemed department
9. Check all the expected arrivals with correspondence.
10. Block the rooms for arrivals as per their request.
11. Checking housekeeping discrepancy report.
12. Follow up the store request if we need anything
13. Confirmation of next day departure.
14. Check in the guest as per the hotel policies and procedure
15. Check the correspondence of next day arrivals.

EDUCATION ATTAINMENT

Secondary Education

ADDITIONAL QUALIFICATION

Crash course in **Front Office Management**

SKILLS & QUALIFICATION

1. Knowledge in Windows 95, Windows 98, Windows 2000, & Windows XP.
2. Passed MS Office suite (Word, Excel, PowerPoint, Internet, & Email).
3. Well knowledge in Internet Browsing skills and Outlook

PERSONAL DETAILS

1. Date of Birth : 14th January 1986
2. Marital Status : Married
3. Sex : Male
4. Nationality : Indian
5. Visa : Employment + Golden Visa
6. Mobility : Global
7. Languages Known: English, Arabic ,Hindi, Marathi, Konkani& Kannada