



Reema Menezes

Administration Coordinator | Front Office Executive | Customer Service Professional

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PROFILE SUMMARY

Experienced Administration and Front Office professional with over three years of expertise in administrative coordination, customer service, and front desk operations. Holds Bachelor's and Master's degrees in Commerce. Skilled in patient coordination, billing support, insurance verification, documentation, scheduling, and office administration. Known for strong communication, multitasking abilities, and delivering efficient, customer-focused service in healthcare and corporate environments.

WORK EXPERIENCE

Sri Sai Hospital | Somvarpet

ADMIN ASSOCIATE /FRONT OFFICE CORDINATOR

MAR 2024 – APR 2025

- Managed front desk operations including patient check-ins, registrations, and appointment scheduling
- Coordinated billing support and insurance verification with accuracy and confidentiality
- Handled patient inquiries, calls, and correspondence professionally
- Maintained organized patient records and administrative documentation
- Assisted internal departments to ensure smooth daily operations
- Improved patient experience through efficient communication and service coordination
- Used hospital management software for streamlined administrative workflows

Infosys Limited | Bangalore, India

CUSTOMER SERVICE EXECUTIVE/SENIOR SYSTEM ASSOCIATE

FEB 2022 – JAN 2024

- Responded to customer queries via chat and provided timely, effective solutions
- Handled service requests, complaints, and follow-ups with a customer-centric approach
- Provided accurate information regarding products, services, and policies
- Maintained high service quality standards and customer satisfaction metrics
- Maintained proper documentation and supporting vouchers for all financial transactions.
- Coordinated with management and vendors to resolve transaction discrepancies efficiently.

EDUCATION

BACHELORS OF COMPUTER APPLICATION (BCA) | Mangalore University

2018-2021

CORE COMPETENCE

- Administration & Office Coordination
- Front Desk & Reception Operations
- Customer Service & Client Handling
- Scheduling & Appointment Management
- Billing Support & Insurance Verification
- Documentation & Record Management
- Microsoft Office (Word, Excel, Outlook)
- CRM & Hospital Management Systems
- Communication & Interpersonal Skills
- Time Management & Multitasking

TECHNICAL TOOLS

- Microsoft office, Excel, Word
- CRM TOOL
- Databases: Oracle (12c, 19c), MySQL, AWS,RDS, Platforms/OS: Linux
- Tools: MobaXterm, SSMS, Splunk, VMware, MySQL Workbench, VirtualBox, ServiceNOW, SQL Developer

LANGUAGES

- English -Fluent
- Malayalam-Fluent
- Kannada-Fluent
- Tamil-Fluent
- Hindi-Inermediate
- Konkani-Native

PERSONAL DETAILS

Nationality : India
DOB : 04/03/2001
Passport No : V8681623
Visa Status : Visit visa
Visa Validity : 25/01/2026
Joining : Immediate