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Al Qusais, Dubai, UAE

PROFESSIONAL SUMMARY

Dedicated and customer-oriented professional with over 7 years of experience in customer service and administrative roles. Adept at managing front desk operations, handling customer inquiries, and providing exceptional service. Proven ability to work efficiently in fast-paced environments, ensuring smooth operations and customer satisfaction.



Experience

Front Office Executive

Al Noor Group of Clinics, Dubai

Abeer AL Noor Polyclinics, Deira Branch, Dubai [Nov 2021 – Present]

Duties and Responsibilities:

- Managed an average of 50+ calls daily, redirecting them to the appropriate department.
- Welcomed guests with a positive demeanor, overseeing and maintaining the front office area.
- Addressed patient needs, registered and collected essential information, and facilitated the distribution of tokens to respective operation rooms.
- Conducted thorough screening of patient information and verified insurance eligibility to prevent claim rejections.
- Scheduled patient appointments with doctors in a timely manner.
- Prepared online sick leave and medical certificates based on doctors' advice.
- Coordinated with the insurance and nursing departments to ensure the smooth operation of the clinic.
- Handled billing for patients' visits and collected insurance copays.

Customer Service Agent

AIR INDIA SATS AIRPORT SERVICE PRIVATE LTD, Trivandrum

International Airport, Kerala, India [June 2017 - June 2021]

Airlines Handled: Air India, Air India Express, Fly Dubai, Salam Air.

Duties and Responsibilities

- Checked in passengers for domestic and international travel using a computerized system, meticulously verifying documents.
- Maintained direct interaction with customers and team members, upholding a high standard of customer service.
- Managed flight embarkation and disembarkation processes.
- Oversaw arrival and departure gates, assisting customers before boarding, after landing, or during flight transitions.
- Handled confidential information and provided assistance to special attention-required passengers, including unaccompanied minors, passengers with disabilities, and others.
- Executed airline office duties such as flight filing and promptly addressed customer inquiries.

Training and Certifications

- Basic Ground Handling
- Customer Service Management
- Dangerous Goods Regulation (DGR-Cat 09)
- Aviation Security (AVSEC)
- Airline Software (SITA Software)
- Healthcare Software (Simplex Himes)

Highlights

- Results-oriented
- Revenue generation
- Business development
- Organizational capacity
- Administrative proficiency
- Multitasking and time management
- Adaptability and flexibility
- Problem solving abilities

Education

BSc. Hospitality and Airline Catering Management, (2013-2016)

Madurai Kamaraj University, (Tamil Nadu, India)

Higher Secondary School Education, Govt. of Kerala. (2011-2013)

High School Education, Board of Public Examination Kerala.

Languages

- ENGLISH
- MALAYALAM
- TAMIL
- HINDI