



# MIBIL TOMY

**Billing Executive/Front Office Receptionist**

+971 563458079

mibiltomy11@gmail.com

Dubai, UAE

linkedin.com/in/mibil-tomy-552744223

## CAREER OBJECTIVE

---

- Detail-oriented and highly organized Front Office receptionist and Billing executive with over 5+ years of experience in managing front desk operations, handling patient billing, and coordinating administrative tasks.
- Seeking to leverage strong communication skills, proficiency in office management software, and a proven track record of enhancing operational efficiency in a dynamic healthcare environment.
- Committed to delivering exceptional customer service, ensuring accurate billing practices, and contributing to the overall success of the organization.

## EDUCATION

---

<b>Diploma in Computer Application (DCA)</b> Kerala State RUTRONIX, India	2019
<b>B.A Economics</b> Kerala University, India	2018

## WORK EXPERIENCE

---

<b>LLH Hospital</b> Abu Dhabi, UAE	2021 – 2024 <b>Billing Executive &amp; Front office receptionist</b>
---------------------------------------	---

- Conducted patient intake interviews and verified personal and medical information to ensure accuracy.
- Verified insurance information and handled the registration process for new patients, including identity verification.
- Coordinated schedules to optimize patient flow and minimize wait times.
- Prepared and submitted billing data and medical claims to insurance companies.
- Ensured accuracy of patients' medical information and investigated denied claims.
- Assisted patients with billing inquiries, explained charges, and processed payments while maintaining financial records.
- Managed radiology reports, interacted with patients receiving radiology treatments, and provided instructions for examinations.
- Monitored patients in the waiting area and resolved inquiries effectively, providing exceptional customer service.

## **Apollo Medical Centre**

Abu Dhabi, UAE

2020 – 2021

Customer Care Executive

- Welcomed patients in person and over the telephone, addressing inquiries or referring them as needed.
- Maintained accurate and up-to-date patient records, including treatment history and insurance details, ensuring confidentiality.
- Registered patients using Insta software and performed lab coding.
- Entered and updated patient information into electronic health records (EHR) systems, ensuring data accuracy and compliance with privacy regulations.
- Managed dental billing and accounts, processed and verified patient billing information, handled coding for medical services, and prepared billing statements for submission to insurance companies.
- Coordinated follow-up appointments and provided patients with necessary instructions and information regarding their care.
- Ensured adherence to hospital policies, procedures, and regulatory requirements to maintain high standards of patient care and data security.
- Verified patient insurance coverage, processed authorizations, and managed insurance-related documentation.

## **Home Care**

Alappuzha, Kerala, India

2019

Customer Service

- Greeted and assisted clients and visitors at the front office, ensuring a welcoming and professional environment.
- Managed incoming and outgoing calls, addressed client inquiries, and provided information about services and policies.
- Resolved client complaints and concerns promptly and effectively, escalating issues to supervisors when necessary.
- Maintained accurate records of client interactions, service requests, and follow-ups, ensuring data privacy and accuracy.
- Processed client payments, issued receipts, and managed financial transactions in accordance with company policies.
- Collected and documented client feedback to help improve service quality and customer satisfaction.

---

## **SKILLS**

- Proficiency in Office Software
- Appointment Scheduling
- Record Keeping
- Document Preparation
- Communication
- Conflict Resolution
- Confidentiality
- Collaboration and Teamwork
- Cultural Sensitivity
- Multitasking
- Time Management
- Attention to Detail
- Insurance Coordination

---

## **PASSPORT DETAILS**

Passport Number: T4863726

---

## **LANGUAGES KNOWN**

**Languages:** Malayalam (Native), English, Hindi, Tamil