





APARNA PC


CUSTOMER SUCCESS SPECIALIST

Aiming for substantial career growth by embracing continuous learning, staying adaptable, and fostering a proactive and committed work ethic. Experienced in customer support, chat support and marketing with a proven track record in delivering customer-focused solutions.

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WORK EXPERIENCE

ASTER DM HEALTHCARE, DUBAI

CUSTOMER SUCCESS & CHAT SUPPORT, September 2021 - Present

- Assist patients with inquiries regarding their medical billing and insurance claims, schedule appointments, and manage patient accounts efficiently
- Handling patient inquiries via WhatsApp chat support, providing timely responses, and assisting with appointments, medical queries, and follow-up support
- Manages customer queries effectively through email and SMS communication and manages complaints and feedbacks
- Coordinates marketing campaigns and health package sales through outbound calls, while also managing insurance approvals and eligibility checks
- Provides comfort to patients by proactively addressing their concerns and offering clear, reassuring responses
- Building and maintaining strong relationships with key clients, utilizing CRM strategies to retain customers, improve satisfaction, and foster brand loyalty
- Coordinating flexible shift schedules based on agent availability to maintain consistent support coverage
- Skilled in managing high call volumes efficiently, with strong proficiency in utilizing call center software tools and technologies to enhance service quality and response times

EXTRAMARKS EDUCATION, INDIA

CUSTOMER SERVICE EXECUTIVE, July 2020 - February 2021

- Professionally answering client calls and responding to customer inquiries and complaints, completing call notes and call reports as necessary, and updating them in the CRM
- Used coordination and planning skills to achieve results according to the schedule. Handled Social media profiles of the company

EDUCATION

BACHELOR OF ENGINEERING IN COMPUTER SCIENCE

Anna University - Nehru Institute of Engineering and Technology
Coimbatore, Tamil Nadu, India

PRIMARY AND HIGHER SECONDARY EDUCATION, SCIENCE

Kendriya Vidyalaya Hemambika Nagar - Palakkad, Kerala, India

SKILLS

- Strong customer service skills with a focus on patient satisfaction
- Attention to detail and active listening skill
- Personable and friendly Endurance
- Flexible to work and co-operating nature
- Hardworking and time management
- Proficient in medical terminology and coding
- Positive attitude and Quick learner
- In bound and Out bound calls handling, Sales field cold calling, convincing, marketing, Insurance handling skills
- Computer and mathematical skills
- Working knowledge of HTML, CSS and SQL
- Working platforms : Windows, Linux, Ubuntu
- Proficient in MS Office-Word, Excel, PowerPoint, Outlook
- Proficient in Adobe Illustrator, WordPress and Strikingly
- Proficient in healthcare specific tools
- CRM software utilization and customer relationship management
- Database maintenance
- Networking and Negotiation skills

LANGUAGES

- Malayalam
- English
- Hindi
- Tamil