



ANJU JOJU

ASSOCIATE CUSTOMER CARE

CONTACT

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📍 : Dubai, UAE

🌐 : [LinkedIn Profile](#)

EDUCATION

- **Master of Science in Computer Science**

St. Thomas College,
Thrissur, India (2022)

- **Bachelor of Science in Computer Science**

St. Thomas College,
Thrissur, India(2020)

SKILLS

- Medical Billing
- Insurance Claims
- HIMS Software
- Patient Records
- Data Entry
- Microsoft Office
- Financial Counseling
- Report Generation
- Inventory Management
- Compliance Handling

PROFESSIONAL SUMMARY

Results-driven Customer Service Executive with 2+ years of experience in healthcare operations across UAE and India, specializing in medical billing, insurance claims processing, and patient relations. Proven ability to streamline administrative workflows, ensure compliance with healthcare regulations, and resolve financial discrepancies efficiently. Skilled in using HIMS and Microsoft Office, with a strong foundation in computer science and healthcare protocols. Recognized for top monthly performance and contributions to continuous medical education initiatives. Multilingual and adept at fostering positive patient experiences and supporting organizational goals through process optimization and clear communication.

WORK EXPERIENCE

Customer Service Executive (10/2023 – Present)
Aster DM Healthcare, Dubai, UAE

- Processed and submitted insurance claims accurately, reducing rejections and improving reimbursement turnaround time.
- Verified insurance eligibility and coordinated with insurers to obtain pre-authorizations for medical services.
- Investigated and resolved claim denials and financial discrepancies through timely follow-up with insurance providers.
- Maintained up-to-date billing records and ensured data accuracy in electronic health records (EHR) in compliance with UAE healthcare regulations.
- Assisted patients with payment plans, provided financial counseling, and addressed billing-related queries with clarity and empathy.

LANGUAGES

- English
- Hindi
- Malayalam
- Tamil

Patient Relations Executive (05/2022 – 06/2023)

Tesla Medical Centre, Thrissur, Kerala, India

- Delivered prompt and courteous front-desk service, managing patient registrations, appointments, and inquiries efficiently.
- Monitored and replenished stock of medical and office supplies to maintain smooth clinical operations.
- Trained and oriented new administrative staff on standard operating procedures and patient handling protocols.
- Designed and implemented weekly and monthly reports for management, tracking key metrics including patient footfall, revenue, and cash flow.
- Supported data entry, filing, and documentation tasks, contributing to the organized maintenance of patient records and administrative workflows.

CERTIFICATIONS & ACHIEVEMENTS

- Participated in Continuous Medical Education (CME) programs
- Received “Top Monthly Performer” award twice at Tesla Medical Centre