

# Lynette Fernandes

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*(Ready to Join Immediately)*

**DOB:** 26<sup>th</sup> February 1991

**Martial Status:** Married

**Nationality:** Indian

**Visa:** Dependent (Spouse)

**Driving License:** Yes, UAE

**Languages:** English, Hindi, Kannada, Tulu, Konkani & Marathi

## EDUCATION:

**Bachelor of Commerce (B.COM)**  
Mangalore University - 2015

**Diploma in Computer Application**  
Sri Mahaveera College – 2010

**Diploma in Cabin Crew**  
Indigo Airline - 2016

## CERTIFICATIONS:

TALLY ERP 9.0

Health & Safety

First Aid & CRP

Dangerous Goods

Aviation Security

Ditching Drill & Slide Drill

Emergency Response Training

Leadership Training

## CAREER SUMMARY

Dynamic and ambitious **Senior Customer Service & Front Office Supervisor** with a strong background in customer relations. Skilled in leading teams, managing operations, and delivering exceptional service to enhance guest satisfaction. Known for effective communication, problem solving, and handling escalations with professionalism. Dedicated to driving service excellence and fostering a positive customer experience in fast-paced environments.

## PROFESSIONAL SYNOPSIS:

### **Royal Phoenix Clinic, Dubai - Senior Front Desk Officer - June 2024 – September 2025**

- Supervised reception, call center, and patient coordination teams to ensure smooth service delivery.
- Conducted daily briefings, managed shifts, and monitored staff performance.
- Trained and mentored new employees on front desk protocols, EMR systems, and service standards.
- Maintained a professional, welcoming environment with high standards of hospitality and care.
- Handled escalated cases with discretion, empathy, and efficiency.
- Managed end-to-end medical insurance processes, including verification, claims, and follow-ups.
- Oversaw appointment scheduling, registration, billing, and cross-department follow-ups.
- Ensured accurate patient records and compliance with healthcare regulations.
- Coordinated with clinical, insurance, and back-office teams to streamline operations and reduce wait times.

### **Resort Supplies General Trading LLC, Dubai - Front Office & Admin Supervisor April 2022 – March 2024**

- Supervised front desk operations, ensuring guests were welcomed professionally.
- Oversaw call handling, message accuracy, and proper routing of inquiries.
- Ensured reception area was maintained to company standards at all times.
- Provided administrative support to senior management and departmental teams.
- Reviewed and managed correspondence, reports, and official documentation.
- Organized and monitored filing systems (paper and digital) for quick retrieval.
- Supervised office supply management, ensuring timely orders and stock availability.
- Coordinated office equipment servicing and liaised with vendors for maintenance.
- Acted as first point of escalation for customer inquiries, redirecting when necessary.
- Oversaw deliveries, shipments, and related documentation for accuracy and timeliness.

### **Thumbay Hospital, Dubai - Front Desk Representative - September 2018 – March 2020**

- Welcomed and assisted patients professionally, managing inquiries, appointments, and walk-in registrations.
- Maintained accurate patient records in the Hospital Management System (HMS).
- Coordinated with hospital departments to ensure smooth patient flow and timely service.
- Managed front desk operations, including calls, messages, and communication systems.
- Obtained insurance pre-authorizations and approvals for procedures.
- Submitted insurance claims with proper documentation as per guidelines.
- Followed up with insurers on claims, rejections, and settlements.
- Guided patients on insurance coverage, co-payments, and exclusions.
- Prepared and submitted regular reports on front office and insurance activities.
- Maintained records of insurance approvals, claims, and reimbursements for audits.

## **ACHIEVEMENTS:**

### **Certificate of Excellence for**

Outstanding Performance (2023)

Customer Orientation (2016)

Excellent Customer Delight (2017)

JCI Re-accreditation 2019)

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## **SKILLS:**

Administrations Management

Customer Service Excellence

Team Supervision & Training

Inventory Management

Front Office Operations

Office Administration

Quality Assurance

Phone etiquette

Insurance Management

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## **TECHNOLOGIES:**

Tally ERP (Ver. 9)

Sales Portals

Advance Microsoft Office

Hospital Information System (HIS)

Electronic Medical Records (EMR)

Electronic Health Records (EHR)

Medical Billing & Coding Software

CRM for Patient Management

Telemedicine Platforms

Health Information Exchange

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## **BLS International, Dubai - Customer Care & Telesales Executive**

**April 2018 – August 2018 (Contract)**

- Provided exceptional customer service via phone, email, and in-person, addressing visa-related inquiries and documentation support.
- Managed inbound/outbound calls to promote BLS services and convert leads into bookings.
- Processed visa applications, verified documents, and coordinated with consulates for appointments.
- Stayed updated on visa policies to guide customers accurately.
- Handled complaints and escalations to ensure customer satisfaction.
- Met monthly telesales targets by upselling services like lounge access, SMS alerts, and courier.
- Logged interactions and leads in CRM for accurate tracking and follow-up.
- Assisted walk-in clients with forms, payments, and submissions for a seamless experience.
- Liaised with back-office and embassy teams to resolve issues promptly.
- Participated in training and team meetings to improve service and sales performance.

## **Indigo Airlines, India – Senior Cabin Crew - March 2016 - October 2017**

- Ensured passenger safety and comfort in line with aviation regulations and airline standards.
- Led safety checks, crew briefings, and emergency preparedness drills before flights.
- Supervised and supported cabin crew to maintain service quality and compliance.
- Delivered in-flight services, attending to VIPs, unaccompanied minors, and passengers with reduced mobility.
- Managed medical emergencies and resolved passenger issues with professionalism and empathy.
- Coordinated with cockpit and cabin teams for smooth flight operations and communication.
- Monitored service delivery, grooming standards, and crew performance to uphold brand image.
- Prepared post-flight reports, managed onboard inventory, and ensured documentation accuracy.
- Trained and mentored junior crew members on safety, service, and customer care standards.

## **Rathna Associates (State Bank of India), India - Customer Care Executive**

**September 2014 - March 2016**

- Advised clients on loan products, repayment plans, and banking services with clear explanations.
- Processed loan applications, verified documentation, and submitted cases for approval.
- Evaluated applicant creditworthiness in line with bank policies and compliance standards.
- Maintained client relationships, providing guidance and support post-disbursal.
- Resolved customer queries related to loans, fund transfers, service charges, and disputes.
- Verified debit card applications, processed requests, and updated customer records accurately.
- Cross-sold banking products to meet sales targets and support business growth.
- Ensured compliance with banking regulations, internal policies, and audit requirements.
- Prepared reports on applications, approvals, and customer interactions for management review.