



ASWATHY BRAITH

Administration Specialist

✉ aswathybraith99@gmail.com

📞 052 940 6059

A motivated professional with over 2 years of experience in administration, coordination, and client services, skilled in daily operations, documentation, scheduling, and billing support. Professionally trained in medical coding with knowledge of ICD-10, CPT, and HCPCS coding systems, along with a strong foundation in record management and compliance procedures. Recognized for being organized, adaptable, and detail-oriented, with excellent interpersonal and communication skills. Experienced in handling customer service, office administration, and team support functions, with a proven ability to work in fast-paced environments. Seeking opportunities in the UAE across administration, healthcare support, and client service roles, contributing to efficiency and quality service delivery.

WORK EXPERIENCE

Hospital Administration Assistant

September 2023 – November 2024

CHAITHANYA EYE HOSPITAL AND RESEARCH INSTITUTE

Kerala, India

JOB RESPONSIBILITIES

- Supervised day-to-day operations of the outpatient department to ensure seamless patient registration, appointment scheduling, and service delivery.
- Verified insurance eligibility and performed pre-authorization checks to support timely billing and reduce claim rejections.
- Operated Hospital Information Systems (HIS) and Electronic Medical Records (EMR) platforms to maintain accurate patient data and uphold regulatory compliance.
- Assisted with medical coding reviews for outpatient visits, ensuring proper assignment of ICD-10, CPT, and HCPCS codes to reduce claim denials.
- Acted as the first point of contact for patients, delivering clear communication between medical staff and patients to enhance service coordination.
- Generated and maintained departmental KPI reports (e.g., patient flow, wait times, billing clearance) for internal audits and management reviews.
- Coordinated with external providers such as labs, pharmacies, and insurance companies to ensure timely service delivery and follow-ups.
- Handled front desk operations, including managing walk-in patients, answering calls, and resolving appointment-related queries.
- Maintained organized and up-to-date patient records, ensuring confidentiality in accordance with health data protection regulations.
- Supported accurate medical billing, addressing patient queries, and preparing documentation for insurance processing.
- Scheduled and tracked referrals, diagnostic tests, and patient instructions, ensuring timely follow-up and patient adherence.
- Collaborated with doctors, nurses, and technicians to ensure smooth clinical workflows and minimal patient wait times.
- Participated in internal audits and compliance reviews by maintaining well-documented records and adhering to hospital policies.

Administrative Assistant – Outpatient Department (OPD)

JULY 2022 - JANUARY 2023

B R HOSPITAL AND RESEARCH CENTRE

Kerala, India

- Managed patient registration, appointment scheduling, and medical record documentation in the outpatient Department (OPD).
- Assisted doctors and nursing staff with procedure preparation, patient flow coordination, and clinical support logistics.
- Provided front-desk support, including patient inquiries, check-in/check-out processes, and guidance on hospital services.
- Maintained accurate electronic and manual patient records, ensuring compliance with hospital policies and confidentiality standards.
- Monitored and managed inventory of medical supplies, coordinating with the procurement team to avoid shortages.
- Handled billing, payment collection, and insurance-related documentation for outpatient services.
- Coordinated with multiple departments to ensure smooth patient referrals, test scheduling, and reporting.
- Supported quality control and compliance activities, maintaining OPD operational standards.
- Delivered customer service excellence, addressing patient concerns and ensuring a positive outpatient experience.
- Assisted in administrative tasks such as report preparation, correspondence, and staff coordination to streamline daily OPD operations.

ACADEMICS & CERTIFICATION

- **B.Sc. Zoology** – S.N. College, Punalur, Kerala University 2020
- **Hospital Administration** – International School of Skill Development (ISSD), Kochi, Kerala 2022
- **Medical Coding Certification** – Cigma Medical Coding Academy (AAPC Approved) 2025
Edapally- Ernakulam. Kerala, India
- **TUV SUD South Asia Certificate** in Hospital Administration
- **Training in Evaluation & Management** (E&M) codes, ICD-10, CPT, HCPCS coding, and Medical Terminology strategies that drive organizational success.

COMPUTER & TECHNICAL SKILLS

- MS Office Suite (Word, Excel, PowerPoint, Outlook)
- Email & Internet Applications
- Electronic Medical Records (EMR) / Hospital Information Systems (HIS) – Basic knowledge
- Medical Coding Software (ICD-10, CPT, HCPCS entry)
- Data Entry & Documentation

PERSONAL INFORMATION

- Date of Birth : 14-10-1999
- Nationality : Indian
- Marital Status : Married
- Passport No. : C8112334
- Language Known : English, Tamil, Hindi & Malayalam
- Visa Status : Spouse Visa

DECLARATION

I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge. I take full responsibility for the correctness of the said information.

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ASWATHY BRAITH