



# ANANDU SURESH

Patient Administrator | Front Desk & Billing Executive

Front Desk Executive with 4+ years of experience in hospital settings, skilled in patient registration, billing, and insurance processing. Currently at Canadian Specialist Hospital, handling insurance verification, approvals, and accurate billing. Previously worked at Aster DM Healthcare, gaining strong customer service and front office skills. Efficient in managing patient flow, coordinating with departments, and ensuring a smooth and professional front desk experience.

## CONTACT

📍 Dubai, UAE

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## EDUCATION

B Sc Chemistry  
MG University  
2019

## TECHNICAL & ADMINISTRATIVE SKILLST

- Patient Registration & Appointment Scheduling
- Hospital Information Systems: SAGE 300, Lifetrents
- Medical Billing & Insurance Processing
- Insurance Verification & Authorization
- Front Desk Operations & Customer Service
- Cash Handling & Daily Reconciliation
- Medical Records Management & Data Entry
- Communication & Interpersonal Skills
- Multitasking & Time Management
- Coordination with Clinical and Admin Departments
- Handling Patient Inquiries and Complaints
- Microsoft Office (Word, Excel, Outlook)

## EXPERIENCE

**CANADIAN SPECIALIST HOSPITAL | Dubai, UAE**

Patient Administrator | Front Desk & Billing Executive

From August 2024 To July 2025

- Register patients accurately in the SAGE 300 HIS system for consultations, procedures, and diagnostic services.
- Verify insurance coverage and eligibility before appointments and procedures.
- Obtain approvals and prior authorizations from insurance providers.
- Prepare and process billing for consultations, diagnostics, and treatments as per insurance guidelines.
- Handle co-payments, self-pay billing, and reconciliation of daily collections.
- Maintain updated patient records and ensure confidentiality as per hospital policies.
- Schedule and manage appointments for consultants and departments.
- Guide patients regarding procedures, billing queries, and insurance claims.
- Coordinate with internal departments (nursing, medical, insurance, and finance) for seamless service delivery.
- Manage the front desk area, ensuring a welcoming and professional environment.
- Address patient concerns politely and escalate issues when necessary.
- Generate daily, weekly, and monthly reports from SAGE 300 as required.

**ASTER DM HEALTHCARE | Dubai, UAE**  
Patient Administrator | Front Desk & Billing Executive  
From November 2021 - July 2024

**CERTIFICATIONS & TRAINING**

- Insurance Claims Management – Aster DM In-House Training
- Customer Service Excellence – Aster DM In-House Training
- Effective Communication & Complaint Handling - Canadian Specialist Hospital
- Cash Handling & Reconciliation Protocols - Aster DM In-House Training

- Registered patients using Lifetrents HIS for consultations, lab tests, radiology, and procedures.
- Verified insurance cards, policy validity, and eligibility before processing registrations.
- Assisted in obtaining approvals from insurance companies for procedures and consultations.
- Generated and submitted accurate billing based on service utilization and insurance coverage.
- Handled cash, card, and insurance payments, and reconciled daily transactions.
- Provided front-line support to patients for inquiries, complaints, and service guidance.
- Scheduled, rescheduled, and cancelled appointments based on availability and patient needs.
- Ensured patient data accuracy and maintained strict confidentiality of medical records.
- Coordinated with doctors, nurses, pharmacy, and insurance departments to streamline operations.
- Trained in patient-centered communication and maintaining high customer service standards.
- Supported front desk operations during high patient flow, ensuring minimal wait times.
- Generated daily activity and billing reports from Lifetrents for internal audits.

**ACHIEVEMENTS**

- Reduced patient waiting time by 15% during peak hours - **Aster DM Healthcare**
- Handled 50+ daily registrations accurately with zero insurance rejections -**Canadian Specialist Hospital**
- Won 'Employee of the Month' – June 2023 at Aster UAE for achieving the highest sales in health packages- **Aster DM Healthcare**

**DECLARATION**

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.

Place: Dubai

Signature:

Anandu Suresh