








Renita Dsouza

Administration Coordinator



Personal details

-  Renita Dsouza
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-  +971544769600
-  Sharjah, UAE
-  Female
-  India
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Skills

- M.S Office
- MS Word
- MS Excel
- Power Point Presentation
- Typing Skills
- Software Proficiency
- Collaboration & Team work
- Strong Interpersonal skills and Good Communication
- Motivational and Multitasking
- Team player and quick learner
- Maintaining records and Documents

Profile

As a Front Office Coordinator at Unity Hospital, I managed patient check-ins, appointment scheduling, and billing processes. I enhanced patient satisfaction by improving communication and streamlining front-desk operations. Proficient in hospital management software and skilled in efficiently handling patient inquiries and administrative tasks.

Education

- MASTERS OF COMMERCE** 2022 - 2025
Karnataka State of Open University Muktha Gangothri, Mysore
- BACHELORS OF COMMERCE** 2018 - 2021
Autonomous St. Agnes college, Mangalore
- PRE UNIVERSITY** 2016 - 2018
St. Sebastian Pre University College, Mangalore

Employment

- FRONT OFFICE COORDINATOR** 2023 - 2025
UNITY HOSPITAL, Mangalore

- Managed patient check-ins, scheduling, and billing.
- Improved patient satisfaction scores by enhancing communication and streamlining check-in processes.
- Proficient in hospital management software and adept at handling patient inquiries.
- Processed emergency room billing and handled insurance claims to ensure timely and accurate payments.
- Prepared accurate discharge summaries, ensured complete records, and communicated post-care instructions and billing details to patients.
- Managed front desk operations, ensuring efficient and professional customer service to patients, visitors, and staff.
- Processed admissions, verified insurance, completed documents, and coordinated with staff for smooth patient transitions.
- Maintained patient records, updating the database with relevant details while ensuring confidentiality.
- Handled front desk administration, including correspondence, data entry, and supporting hospital staff as needed.
- Monitored and responded to general email inquiries or forwarded them to the correct department.
- Verified patient insurance eligibility and coverage at every visit and updated records accordingly.

Languages

English

Hindi

Kannada

Konkani

Personal Information

Marital Status: Single

Religion: Roman Catholic

Passport No: AD067826

Passport Valid: 16/06/2035

Visa Status:- Visit Visa

Visa Valid: 02/12/2025

- Attended customer chats, understood queries, and provided best solutions.
- Handled all customer service queries focusing on effective resolution.
- Offer accurate, detailed information about company products, services, pricing, policies, and account status.
- Accurately process customer orders, returns, exchanges, cancellations, and billing or payment transactions.
- Listen to customer complaints or concerns, clarify the issue, troubleshoot problems, and determine the best solution (e.g product exchange, refund, bill adjustment).

Declaration

I hereby declare that the above information is true and correct to the best of my knowledge. I would be pleased to provide any additional details if required.

Renita D'souza