



Jomon Raju

Dubai Investment Park 1, UAE.

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Summary

I am a dedicated administrative assistant with over seven plus years of experience in the customer service sector. My roles have spanned managing administration for office environments of varying sizes in Mumbai, India, and within the healthcare industry in the UAE. My expertise encompasses areas including Front Desk Operations, Coordinator, Cashier and Guest Relations. I am adept at multitasking in high-pressure environments and consistently make a positive first impression on office visitors.

Skills

- A self-directed worker dealing with Patient Admission and Complaints, Checking Insurance Details and in Patient Support.
- Comfortable performing a variety of roles, including Front Desk Reception, HR Assistance, Finance Assistance, Document Filling.
- Fully discreet and confidential in all official matters.
- Experience planning, coordinating and facilitating physical meeting and remote video conferences.
- Certified in various Microsoft software applications.
- Experienced multitasker who can prioritize daily workloads.
- The savvy administrator of a smooth office workflow.

Work Experience – UAE

Employer	: NMC Royal Hospital.
Department	: Administration – Billing.
Designation	: Cashier & Guest Relation Executive.
Location	: UAE DIP-1.
Tenure	: June 2022 to April 2024.

NMC Royal Hospital: NMC, is the largest integrated private healthcare platform in the UAE and is the third largest in Oman, with over 13,000 employees and about 5.5 million patient interactions annually through 85 operating facilities that include medical centres, long term care facilities, day surgery centres, fertility clinics and home health services.

Duties and Responsibilities:

Pharmacy Cashier:

- Efficiently processed transactions at the pharmacy cash register, adept in handling cash and credit card payments.
- Ensure accurate cash drawer balances and generated detailed reports for credit/debit sales.
- Diligently entered patient payments into databases, maintaining accuracy and confidentiality.
- Manage petty cash, meticulously logged receipts, and processed refunds.
- Delivered exceptional customer service, emphasizing fairness, friendliness, and courteous interaction.
- Maintained accountability by accurately counting cash at the start and end of each shift.

Patient Admission & Guest Relation Executive:

- Acted as a liaison for insurance patients, providing guidance, information, and education to patients on daily basis.
- Support Planned Admission Patients with a confirmation call one day prior to the appointment and re-confirm the insurance network to obtain prior eligibility on the day of the appointment.
- Provide patients and families with information on hospital services, procedures, and protocols
- Facilitate patient admissions at the front desk, ensuring a seamless registration process.
- Collect cash payments and insurance co-payments compliance with insurance policies.
- Pro-active follow up on approval to provide fast-track service.
- Assist patients with problems associated with registration and billing.

- Actively listen to and resolve patient's complaints, ensuring that concerns are addressed promptly and up to their satisfaction.
- Interact with patients or families to determine the nature of care needed and direct them to the concerned.
- Manage incoming phone calls and route inquiries to the appropriate departments.
- Carry an enthusiastic and helpful attitude at all times without being timid.
- Execute a range of clerical duties, showcasing exceptional administrative abilities.

Work Experience – India

Previous Employer : ScoopWhoop Media Pvt Ltd.
 Designation : Sr. Admin Executive.
 Location : Mumbai, India.
 Tenure : Nov 2018 to Oct 2020.

ScoopWhoop Media Pvt Ltd: ScoopWhoop is India's internet media and news company. The company creates and curates India-specific stories. The website initially started as a viral content generating and sharing website but now the company has also begun serving as a news portal and acts as a channel for sharing and remedying social concerns.

Duties and Responsibilities:

Administration:

- Performed a wide range of administrative and financial functions for the Mumbai Branch Office.
- Answered all incoming calls and assist all walk-ins, always offering excellent customer service.
- Maintained security by logging visitors to the office and issuing Passes.
- Ensuring Office supplies are maintained, including checking inventory and working with vendors to ensure adequate levels of necessary supplies at all times.
- Independently planned and organized daily work activities according to priority and importance.

HR / Finance Assistance:

- Assisting in the documentation for employees, Joining Formalities, PF, and Exit Formalities.
- Administering new employment assessments.
- Orienting new employees to the organization.
- Making necessary arrangements for Employees – Accommodation and Transportation.
- Handling Petty Cash
- Ensure that all vendor invoices (bills) are received the specified time frame with proper documentation.
- Cheque deposits and transactions.
- Coordinate with all stakeholders to ensure that the payments are released within the given TAT time.

Work Experience – Back Office -India

- Administration Officer @ AOT INDIA PVT LTD, Mumbai.
- Admin and Vendor Payment @ Eclerx, Mumbai.
- Process Associate, @ Tata Consultancy Service (TCS), Mumbai.
- Executive, @ Syntel Pvt Ltd, Mumbai.

Academic Details

Highest Qualification : BCom Graduate.
 Institute : Gurukul Collage of Commerce, Mumbai, India
 University : Mumbai University.
 Year : 2009.

IT Skills

- Well versed with MS Office Application, Software and Internet Applications.
- HIS ERP & Oracle.

Personal Details

- Name : Jomon Raju
- Date of Birth : 19th April 1988
- Sex : Male
- Language Know : English, Hindi and Malayalam
- Nationality : Indian
- Present Address : Dubai UAE
- Visa : Dependent Visa

Declaration:

I Jomon Raju hereby confirm that the information given above is true to the best of my knowledge.

Place: UAE

Date:

Yours Faithfully
Jomon Raju