



ALEENA JOSHY

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Al Quoz, Dubai United Arab Emirates

## SKILLS

### Administrative & Technical Skills

- Patient Registration, Data Entry, Appointment Scheduling
- -Hospital Information Systems (HIS)
- Microsoft Office Suite (Excel, Word, PowerPoint)

### Interpersonal Skills

- Leadership,
- Coordination, Communication
- Analytical & Interpretative Skills
- Crisis Response & Resource Optimization
- Healthcare Compliance (JCI & NABH)
- Patient Flow Optimization
- Discharge & Admission Coordination

## CERTIFICATIONS

- Systems, Applications & Products in Data Processing (Accounting & Finance Modules)
- Tally GCC VAT
- Tally Essential level 3

## PERSONAL DETAILS

- Nationality: Indian
- Visa Status: visting visa

## Languages

- English: Fluent
- Malayalam: Native
- Hindi, Tamil: Conversational

## FINANCES AND CUSTOMER RELATION EXECUTIVE

Highly organized professional with three years of experience in finance and customer relations. Expertise in front office operations, billing, and patient coordination. Proficient in accounting software and hospital information systems. Dedicated to optimizing financial operations, enhancing efficiency, and ensuring client satisfaction

## WORK EXPERIENCE

### Junior Executive | International Patient Services

#### Rajagiri Hospital, Kochi, India | 2023 - 2025

- Delivered exceptional customer care for international patients.
- Streamlined patient registration through accurate data entry and verification.
- Optimized appointment scheduling by coordinating with medical staff.
- Managed billing procedures, including invoicing and payment processing.
- Facilitated currency exchange transactions for international services.
- Maintained accurate patient records and assisted with insurance claims.
- Addressed patient complaints and implemented corrective actions.
- Prepared and analyzed revenue reports for financial performance.
- Resolved patient inquiries, ensuring service excellence.

### Trainee | Relations Department

#### Rajagiri Hospital, Kochi, India | 2022 - 2023

- Assisted with patient registration and documentation.
- Screened and directed incoming calls efficiently.
- Addressed patient and visitor inquiries professionally.
- Resolved patient complaints, ensuring high satisfaction.
- Assisted with international insurance claim documentation.

### ACCOUNTANT - MAY 2021- July 2022

#### AGC Lights & Electricals -Dubai

- Assist in preparing financial statements: Balance sheets, income statements, and cash flow statements.
- Data entry and bookkeeping: Maintain accurate and up-to-date financial records.
- Process accounts payable and receivable: Ensure timely payments and collections.
- Manage cash and bank transactions: Monitor cash flow and ensure accurate bank reconciliations.
- Maintain accounting records: Ensure accurate and complete financial records.
- Assist in auditing financial statements: Identify errors, discrepancies, and potential risks.

## EDUCATION HISTORY

- Master Diploma in SAP and Accounting (2021 – 2022)
- Bachelor of Commerce (BCom) – Finance & Taxation ( June 2018 – march 2021) mahatma Gandhi University

## Expertise

- International Patient Coordination & Management
- Billing, Invoicing & Financial Reporting
- Accounts Payable & Receivable
- Reconciliation & Cash Flow Management
- Advanced Data Analysis & Reporting
- Proficient in Hospital Information Systems (HIS)
- Microsoft Excel & ERP Software
- Crisis Management & Emergency Response
- Customer Service & Patient Relations