



THUSHARA RADHAKRISHNAN

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SUMMARY

Detail-oriented Administrative and Medical Coding Professional with **over 8 years of experience in office management, healthcare documentation, and insurance claim processing in the UAE and India.** Proven expertise in ICD-10 & CPT coding, front desk operations, HR support, and cross-functional coordination. Skilled in maintaining accurate records, handling confidential data, and ensuring compliance with industry regulations and UAE labor standards. Strong communicator with a track record of enhancing workflow efficiency and team productivity.

WORK EXPERIENCE

Administrative Assistant, Max General Trading Fze, Dubai **Sept 2023 - March 2025**

- Managed executive calendars, arranged business travel and scheduled meeting, improving time management efficiency.
- Maintained accurate digital and physical filing systems, enhancing documents retrieval and compliance readiness.
- Facilitated internal communications, monitored task progress and ensured timely follow-up departments.
- Assisted HR with onboarding, document verification and employee data entry.
- Provided front-line support by handling incoming calls, emails and customer service queries.
- Oversaw procurement and inventory management of office supplies, preventing disruptions.
- Drafted letters, reports and business correspondence with attention to accuracy and corporate tone.
- Operated and maintained hardware assets including photocopiers, telephones, and fax machines
- Ensured data confidentiality and compliance with internal policies and UAE labor regulations.

Supervisor Coding, Al Gebra Medical Billing Services, Dubai **Sept 2022 - April 2023**

- Verified documents and processed claims in compliance with payer and regulatory standards.
- Coordinated with clients and insurance providers to resolve pending/denied claims.
- Maintained strict confidentiality and ensured accurate financial records.
- Provided frontline support, addressing patient and customer queries efficiently.

Receptionist, District Co-Operative Hospital, Kerala, India **April 2016 - Oct 2022**

- Managed front office duties including patient registration, appointment scheduling, and visitor assistance.
- Typed medical reports, discharge summaries, and prescriptions with accuracy and adherence to confidentiality.
- Maintained and organized patient records both physically and digitally, ensuring easy accessibility during audits.
- Handled multi-line phone systems, routed calls efficiently, and responded to patient inquiries.
- Supported doctors and nurses with administrative tasks including documentation and interdepartmental coordination.
- Updated and managed appointment calendars to avoid scheduling conflicts and improve patient experience.
- Monitored and replenished medical stationery, registers, and office supplies to maintain uninterrupted operations.
- Ensured timely filing of diagnostic and lab reports in patient files as per hospital protocol.
- Coordinated patient admissions, discharges, and billing documentation in alignment with hospital SOPs.
- Delivered exceptional customer service to patients and visitors, promoting a professional healthcare environment.

EDUCATION

Bachelor of Computer Application,
Kannur University, Kerala, India- 2015

CERTIFICATION

Certified Professional Coder (CPC) AAPC-2022
Member ID: 02033012

CORE SKILLS

- Office Administration
- Medical Coding (ICD-10, CPT)
- Insurance Claim Management
- Front Desk Operations
- Document Control & Filing Systems.
- Systems HR Support & Onboarding.
- Vendor & Inventory Management.
- Clinical Documentation Review.
- Appointment Scheduling,
- Data Entry & Record Management
- Team Supervision & Training.
- Hospital Administration.
- Communication & Interpersonal Skills
- Cash Handling & Transaction Processing
- Confidential Information Handling.
- Support Customer Service & Patient Interaction.
- MS Office Suite (Word, Excel, Outlook, PowerPoint).

LANGUAGE

- English
- Hindi
- Malayalam

PERSONAL PROFILE

- Nationality: Indian
- Date of Birth: 11/03/1992
- Passport No: T 7880878
- Expiry: 12/08/2029
- Visa Status: Spouse Visa

REFERENCE

Available Upon Request.