

# Mohammad Rameez

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Al Karama, Dubai

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## Professional Summary

With over 3.5 years of experience in delivering high-quality support within the UAE's dynamic healthcare environment, I specialize in managing patient inquiries, overseeing insurance processes, and addressing service concerns. I am proficient in medical software systems and healthcare workflows, ensuring efficient operations and patient satisfaction. My strong communication skills and patient-centric approach enable me to effectively collaborate with multidisciplinary teams to enhance the overall patient experience.

## Core Competencies

- Patient Relationship Management
- Medical Insurance Coordination
- Healthcare Software: Lifetrenz, Medsoft, ERX
- Cash & Card Payment Handling
- Appointment Scheduling
- Problem Solving & Decision Making
- Time Management
- Proficient in MS Word, Excel, Outlook, PowerPoint
- TALLY ERP 9

## Languages

- English – Full Professional Proficiency
- Hindi – Full Professional Proficiency
- Kannada – Full Professional Proficiency
- Tamil – Professional Working Proficiency
- Malayalam – Full Professional Proficiency
- Tulu – Full Professional Proficiency
- Arabic – Elementary Proficiency

## Professional Experience

- Customer Service Executive – Aster DM Healthcare, Dubai (Jan 2022 – Present)
- Greeted and assisted patients with registration, documentation, and queries.
- Managed insurance verification, claims, and approvals for investigations and procedures.
- Handled cash, credit, and debit payments with accuracy and efficiency.
- Scheduled and confirmed outpatient appointments.
- Delivered post-visit support including follow-up and reminders.
- Led training for new hires on software tools and service protocols.
- Resolved billing and service complaints with a focus on patient satisfaction.
- Transaction Process Associate – Accenture Solutions Pvt. Ltd., Bangalore (Feb 2020 – Jul 2021)
- Worked as a Catalog Specialist for the 'JukeBox' project, ensuring accurate product data.
- Coordinated with clients for pricing, product descriptions, and listings.
- Supported the migration team using tools like Storefront, OCC, ECC, Corona, Eclipse, CMc, and My PRS SharePoint.
- Managed catalog validation and closure of cases within target timelines.

## Education

Bachelor of Commerce – St. Philomena College, Puttur (Apr 2016 – May 2019)

## Certifications

- Office Automation Course – Laxmi Institute, Mangalore University (May 2019 – Aug 2019)
- Award for achieving the highest number of package sales in a single day – Aster DM Healthcare, May 2025