

# DEEJA DAVIS

## Customer Service Executive



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### PROFILE SUMMARY

Proactive and approachable customer service executive with a strong focus on helping people and creating positive experiences. Having experience in patient relations, appointment scheduling, insurance verification, and healthcare administration. Skilled in front-desk operations, complaint resolution and hospital information systems (HIS/CRM) to ensure seamless patient experiences. Recognized for strong communication, problem-solving and service excellence in fast-paced healthcare environments... Believe in listening with empathy and always representing the company in a professional and friendly way.

### PROFESSIONAL EXPERIENCE

#### Junior Executive - Out Patient Services

Jan 2023 – May 2024

Apollo Adlux Hospital, India

- Delivered excellent customer service by handling patient inquiries, appointment scheduling, registration, insurance approvals, billing, and service requests with professionalism and empathy.
- Assisted patients and visitors in registration, insurance verification, processing medical documentation in line with hospital policies and guidelines.
- Managed high-volume front desk operations, including telephone calls, emails and walk-in queries, ensuring prompt resolution and smooth patient flow.
- Supported doctors, nurses, and healthcare staff with administrative coordination, ensuring seamless service delivery and improvement patient s satisfaction.
- Resolved customer complaints with effective problem-solving and communication skills, maintaining a positive experience for patients and families.
- Utilized hospital information systems (HIS), CRM software and MS Office to update patient records, track services and generate reports.
- Ensured compliance with quality standards, healthcare regulations and confidentiality protocols while handling sensitive patient information.
- Consistently achieved patient satisfaction targets, contributing to positive feedback and retention.
- Tracked and reported Key Performance Indicators (KPIs) such as average handling time, patient satisfaction scores, and service turnaround.
- Escalated critical cases and service issues to the operations/Hospital Manager while ensuring minimal disruption to patient service.

### EDUCATION

#### Master of Business Administration (MBA)

2020 - 2022

Calicut University, Kerala, India

Specialization: Human Resource and Marketing Management

#### Bachelor of Commerce (B.COM)

2015 -2018

Calicut University, Kerala, India

Specialization: Finance

### SKILLS

- Communication Skills
- Time Management
- Confidentiality
- Insurance Verification & Claims Support
- Problem- Solving
- Data Entry & Document Management
- Cash Handling & Billing Operations
- Record keeping & File organization
- Multitasking & Adaptability
- Strong organizational skills
- Complaint Handling & Conflict resolution
- Proactive
- Problem- Solving
- MS Office (Word, Excel, Outlook & PowerPoint)

### CERTIFICATIONS & ACHIEVEMENTS

Certifications from Microsoft Office Excel

Employee of the Month – Apollo Adlux Hospital, India , JAN -2024

Trained and guided new staff on customer service best practices and hospital protocols

### ADDITIONAL INFORMATION

**Nationality:** Indian | **Visa status:** Visit visa (01-09-2025 to 30-10-2025) | **Availability:** Immediately | Willing to relocate within the UAE | **Language:** English(Fluent), Hindi(Conversational), Malayalam(Native)