

THASMIMOL R J

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PROFESSIONAL SUMMARY

Dedicated Customer Service , Patient Relation Specialist & Learning support assistant with over 7 years of experience in health care administration , client relations , customer support and child support. Skilled in patient care coordination , appointment scheduling, medical billing support , and service recovery . Proven ability to streamline work flows, manage insurance claims, and deliver exceptional patient experiences. Adept at working in fast-paced and automotive environments, driving operational efficiency , and improving customer satisfaction

PROFESSIONAL EXPERIENCE

LEARNING SUPPORT ASSISTANT

Gulf Indian High School - Dubai 2025 - present

- Provides support to pupils with special educational needs .
- Work one-to-one or with small groups to help children understand tasks.
- Follow guidance from teachers and SENCO(Special Education Needs Coordinator).
- Monitor and record pupils progress.
- Support pupil's social and emotional well-being.
- Ensure a safe and supportive learning environment.

PATIENT RELATION EXECUTIVE

Chaithanya Eye Hospital And Research Institute - Kesavadasapuram 2023 – 2025

- Delivered high-quality patient service, assisting in treatment plans, surgery coordination, and appointment management.
- Managed patient registration, documentation, and record with accuracy and confidentiality.
- Supported billing operations and coordinated with insurance provider for approvals and claims.
- Provides emotional support, improving patient satisfaction and trust in hospital services.
- Collaborated with healthcare teams to streamline workflows and reduce service delays.

PATIENT COORDINATOR

G G Hospital - Pattom, Thiruvananthapuram 2022– 2023

- Assisted in care planning and progress monitoring to ensure treatment effectiveness.
- Scheduled procedures and appointments while maintaining seamless communication with patients.
- Coordinated between departments and healthcare teams for efficient service delivery.
- Educated patients about medical procedures, treatment option, and hospital policies.
- Implemented efficiency measures, reducing wait times and improving patient flow.

CUSTOMER CARE EXECUTIVE

Maruti Suzuki Popular - Nilamel, Kollam

2020- 2022

- Managed customer inquires, complaints, and service request to ensure satisfaction.
- Scheduled vehicle service appointments and follow-ups for after sales support.
- Maintained customer databases and service records for accuracy.
- Coordinated with sales and service team to resolve client concerns quickly.
- Supported customer loyalty programs, improving retention and satisfaction scores.

RECEPTIONIST

Apollo Furniture and Fabrics - Al Ain , Abu Dhabi

2016-2018

- To welcome and assist visitors in a professional manner.
- To manage front-desk operations, including phones, emails, and appointments.
- To provide administrative support to staff as needed.
- Keep record , files , and databases updated.
- Liaise with staff and departments.

EDUCATION

B A English language and literature

- University of Kerala |2020-2024

Diploma in hospital administration & healthcare management

- Berf International Institute, Kollam |2022-2023

Higher Secondary Education

- Govt.HSS Girls, Pattom |2008-2010

CERTIFICATIONS

- Diploma in Computer Application (DCA)

KEY SKILLS

- Patient Care Coordination
- Administration skills
- Appointment scheduling
- Record management
- Electronic Medical Record (EMR/EHR)
- Billing & Documentation Management
- Communication
- Classroom Support
- Child Development Knowledge
- Customer Relationship Management
- Customer Support
- Client Engagement
- Service Delivery
- Conflict Resolution
- Time Management
- Complaint Resolution
- Multi-tasking
- MS Office

ADDITIONAL DETAILS

- Date Of Birth: 10/04/1992
- Nationality: Indian
- Visa status: Spouse Visa
- Passport:X4691281(Valid: 03/04/2024 – 02/04/2034)
- Languages: English, Malayalam, Hindi