



SIGINA VIGI

Patient Relations Executive

PROFILE

4 years of experience in handling customer service with various sectors. Experience in reviewing customers application and submits them. Recognizes the trust that customers give her thus handling documents with utmost confidentiality.

CONTACT

PHONE:
+971-547805857
EMAIL:
sigina.v03@gmail.com

LINKEDIN:
www.linkedin.com/in/sigina-vigi-b33b732a5

KEY SKILLS

- Team Management
- MS Office
- Initiating new ideas
- Presentations
- Client & customer Communication
- High Attention to Detail
- Creative problem solving
- Good listening & comprehensive skills
- Professional demeanor
- Problem solving abilities
- Communication skills

EDUCATION

Manonmaniam Sundaranar University, TN, India

2016 - 2019
Bachelors of Commerce - 7.25 CGPA

Amala Convent Higher Secondary School, TN, India

2014 - 2016
Higher Secondary School - 65.92%

WORK EXPERIENCE

Ponjesly Super Speciality Hospital, India

Patient Relations Executive

Jan 2023 – July 2025

Roles & Responsibilities:

- Helped customers find the correct plan for their needs.
- Solved issues the customer may have had with their billing issues.
- Explained their benefits and how they worked.
- Found doctors nearby for the members.
- Assisted in helping members with the health exchange.
- File Maintenance, updated address, phone, place of employment, and insurance, Contacted numerous insurance companies, Medicare and Medicaid Review.
- Duties also include meeting production goals while identifying, analyzing and resolving a variety of scheduling issues for veterans.
- handled medical customers insurances from 7 different states, assisted customers over the phone via multiline phone, mentored other agents from our.
- Respond to telephone and email inquiries, providing quality service to group/ individual policy members and providers inquiring about benefits.
- Strive to resolve customer inquiries, complaints with a first call resolution to increase customer satisfaction and retention.
- Ensured timely member and/or provider c
- Processed 90 patient requests by telephone daily regarding health insurance.

- Active listening
- Empathy and understanding
- Adaptability and flexibility
- Time management
- Multitasking
- Travel booking system
- Training and sharing knowledge

AWARDS

"Most efficient and helpful staff"

Date: 29-Jun-2023
Issues by: Ponjesly Hospital

PERSONAL DETAILS

ADDRESS:
Villa 45,
Street 42,
Al Qusais,
Dubai.

DOB: 11-02-1999
NATIONALITY: Indian

LANGUAGES:

- English: Read, Write & Speak
- Tamil: Read, Write & Speak
- Hindi: Speak
- Malayalam: Speak

HOBBIES & INTEREST:

- Reading books
- Travelling
- Listening to music.

Satyam College of Engineering and Technology, India

Accounting Executive

Jun 2019 – Dec 2022

Roles & Responsibilities:

- Prepare monthly statements by collecting data analyzing and investigating variances summarizing date, information, and trends.
- Comply with state tax filing requirements by studying regulations adhere to requirements and advise management on required. actions. Calculate quarterly estimated tax payments and assemble data for quarterly and annual taxing.
- Prepare special reports by studying variances while preparing budgets and developing forecasts.
- Ensure operational compliance with policies, procedures and regulations for any necessary entities, and process vendor payments and check requests.
- Assisted with research, firing, data entry, and recording and maintaining accurate and complete financial records.
- Prepared financial reports, such as balance sheets and income statements, invoices, and other documents.
- Shouldered additional tasks and projects to learn more about accounting and office operations.
- Helped with accounts receivable, payable, and bank statement reconciliation and balance sheet.