

CALISTA RODRIGUES



CUSTOMER RELATION & BILLING

Email: calistarainarodrigues@gmail.com

Phone: +971-555-269-653

Valid UAE driver's licence LMV Cat -2

EDUCATION

Goa University

BACHELOR'S OF COMPUTER APPLICATION (2014-2017)

Infotech Computer Education

DIPLOMA IN COMPUTER APPLICATION (2013-2014)

SKILLS

- Hospitality
- Customer Service
- Teamwork and Collaboration
- Optimistic & Self Driven
- Effective communication (written & verbal)
- Problem-Solving & Analytical Abilities, Quick learner.
- Leadership & Organizational skills

CERTIFICATIONS

- Certificate of Appreciation – Dubai Airport Terminal 3 (2021): Recognized for world-class customer service.
- Certificate of Appreciation (2022): Awarded by Madam Shafa, Terminal Duty Officer, Al Maktoum DWC Airport for outstanding performance and service.

LANGUAGES

ENGLISH, HINDI, KONKANI

REFERENCES

Available upon request

SUMMARY

Customer service professional with over 4 years of experience delivering high-quality support in airport, healthcare, and hospitality settings. Skilled in guest handling, baggage operations, check-in and boarding procedures, billing, insurance coordination, and document verification. Known for problem-solving skills, effective communication, and a dedication to seamless customer experiences. Recognized for excellence in customer service and operational efficiency.

WORK EXPERIENCE

CUSTOMER SERVICE & BILLING ASSOCIATE

Medcare Royal Speciality Hospital (Jan 2024-present)

- Patient Billing and collections
- Insurance Verification and Authorization
- Payment posting and reconciliation, Denial management & Appeals
- Obtaining DRG approval, OP approval in Eclaim & Riyati
- Compliance & Documentation
- Reporting and Analytics Collaboration and Coordination
- Review Medical records, including physician notes, laboratory tests and other diagnostic information, to identify and assign appropriate codes for diagnosis and procedure

GUEST EXPERIENCE AMBASSADOR

Dubai International Airport T3 (Feb 2021- Jun 2023)

- Delivering detailed flight briefings.
- Addressing and resolving guest inquiries.
- Ensuring document verification.

CUSTOMER SERVICE

HDFC Banking Services | Goa, India (Sep 2019- Mar 2020)

- Consistently upheld a positive, empathetic, & professional demeanor toward customers.
- Promptly addressed customer queries.
- Engaged with customers across multiple platforms.

FRONT OFFICE ASSOCIATE

Rivasa Resort | Goa, India (Apr 2019-Aug 2019)

- Welcomed all arriving and departing guests warmly with authentic smiles and direct eye contact, while guiding them to their assigned dining areas, presenting menus, and introducing the serving staff.
- Utilized visual cues to accommodate guest preferences by seating them either in the bar or the dining area.

JUNIOR ADMIN

Diya Systems | Karnataka, India (Dec 2017- Mar 2019)

- Upheld customer satisfaction through proactive strategies centered on addressing customer needs and resolving issues. Managed an average of 40 customer calls daily, responding to inquiries, resolving challenges, and disseminating new product information.
- Developed and executed enhancements to clean up processes and performance metrics, reducing downtime by 10%.