

Shweta Menon

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Customer Experience | Operations & Administrative Coordination | Healthcare & Aviation

Professional Summary

Versatile and detail-oriented Operations & Administrative Coordinator with over 15 years of cross-functional experience in healthcare, aviation, and medical billing. Proven ability to streamline patient services, support corporate clients, and manage high-pressure environments with professionalism and empathy. Adept in front office supervision, insurance coordination, conflict resolution, and ensuring compliance with healthcare and travel industry standards.

Core Competencies

- Operations Coordination & Process Optimization
- Administrative Support & Prioritization
- Patient Experience & Customer Service Excellence
- Healthcare Revenue Cycle (Billing, Claims, Approvals)
- Conflict Resolution & Service Recovery
- Scheduling, Documentation & Compliance
- Airline Systems (Amadeus, AIMS) & ERP (Oracle)
- CRM Software & MS Office Suite
- Confidentiality & Regulatory Adherence

Languages

English (Fluent) | Hindi | Malayalam | Marathi

Education

Master of Commerce (M.Com) – University of Mumbai, India

Bachelor of Commerce (B.Com) – University of Mumbai, India

Certifications & Training

- IATA Foundation Course – Montreal
- Cambridge Diploma in Travel Management
- Amadeus Reservation & Ticketing

Professional Experience

Aster DM Healthcare – Dubai, UAE

Patient Services Coordinator – Operations / Feb 2024 – Present

- Coordinate room allocations, patient registration, and interdepartmental workflows to ensure efficient patient flow and service continuity.
- Oversee patient admissions, discharges, and scheduling, ensuring timely documentation, insurance processing, and approvals.
- Act as the primary liaison for patients and families, addressing concerns and escalations with empathy and professionalism.
- Participate in multidisciplinary meetings to support integrated care planning and improve service delivery KPIs.
- Manage key corporate healthcare accounts, aligning patient services with contractual entitlements and ensuring client satisfaction.
- Handle escalated complaints through structured incident reporting, root cause analysis, and implementation of corrective actions aligned with performance targets.
- Provide administrative support to clinical teams by coordinating follow-up appointments and ensuring accurate, complete documentation.

Patient Relations Representative (Billing) / Apr 2021 – Feb 2024

- Oversaw front desk operations, billing, insurance verification, and payment collections.
- Collaborated with clinicians to verify patient eligibility and streamline procedure approvals.
- Scheduled appointments and optimized outpatient workflow to reduce waiting times and improve satisfaction.

Emirates Airline – Dubai, UAE

Senior Business Support Agent (Skywards) / May 2010 – Nov 2020

- Delivered premium support to Skywards members across ticketing, upgrades, and documentation.
- Collaborated with cross-functional teams (IT, finance, customer service) to resolve escalated issues.
- Mentored junior staff and monitored operational KPIs to improve service delivery.

Al Rais Travel & Shipping – Dubai, UAE

Senior Customer Service Associate / Dec 2007 – Apr 2010

- Developed tailored holiday packages and collaborated with CRM to enhance client satisfaction.