



# DEVIKA KP

Customer Happiness Executive –  
Front Office | IT support

## Contact

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📍 | Dubai, UAE

## Education

● **BCA** 2018-2021

Vidya Vikas Institute of  
Engineering and Technology,  
Mysore

7.678 CGPA

● **Software Testing Specialist**

Luminar Technolab, Kochi  
2023

## Skills

- Patient Registration & Invoicing
- Insurance Verification & Claims Processing.
- Customer Service & Communication
- Front Desk Operations
- Appointment Scheduling & Follow-Up
- Hospital Information System (HIS) Support
- IT Troubleshooting & System Maintenance.
- Network Connectivity & Security
- Multitasking & Time Management
- Team Collaboration & Coordination
- Problem Solving

## Language

- English
- Malayalam
- Hindi

## Summary

Friendly and detail-oriented professional with 1.5 years of experience in healthcare IT and customer service environments. Skilled in welcoming and assisting visitors and patients, managing appointments, and ensuring smooth registration and insurance processes. Strong background in technical support, hospital information systems, and data accuracy. Committed to delivering excellent patient and client experiences with a warm, professional approach.

## Experience

● **Patient Service Executive / IT Support Specialist**

City Hospital, Tirur Jan 2024-Jul 2025

- Welcomed and assisted patients and visitors with professionalism and warmth, providing guidance based on their service needs.
- Managed appointment confirmations, cancellations, and follow-ups for missed visits.
- Ensured accurate patient registration, invoicing, and insurance details, including scanning cards and verifying approvals (Co-payments, Deductibles, PAR requirements).
- Coordinated with the insurance department for timely claims submission and issue resolution.
- Provided first-level technical support to all users for hardware, software, and network-related issues, ensuring high system uptime.
- Installed, configured, and maintained computer systems, printers, and peripheral devices.
- Logged, tracked, and resolved IT service requests through the helpdesk ticketing system, escalating complex issues to senior staff.
- Assisted with user account creation, access management, password resets, and the setup of email accounts and system permissions.
- Troubleshot network connectivity problems, identifying root causes and implementing effective solutions.
- Performed regular system updates, antivirus checks, and data backups to ensure system integrity and security.
- Supported the installation and maintenance of core business applications, including Practice Management (PMS) and POS systems.
- Maintained inventory records for IT equipment and software assets, ensuring proper documentation.
- Provided training and on-site support to staff, ensuring adherence to IT policies and data security standards.
- Maintained electronic records and ensured compliance with hospital and insurance policies