

ABHIJITH T S

Dubai, UAE | +971 55 924 5384 | tsabhi087@gmail.com

PROFESSIONAL SUMMARY

Customer service and front-desk professional with UAE experience in medical reception, administrative operations, patient coordination, and record management. Skilled in appointment scheduling, Cortex system usage, WhatsApp enquiry handling, professional email replies, cash handling, and high-quality service delivery.

EXPERIENCE

Medical Receptionist — Advance Medical Care, Dubai (May 2024 – Oct 2025)

- Assisted patients during check-in and ensured smooth registration workflow.
- Managed appointment scheduling, patient follow-ups, and coordination using Cortex system.
- Handled WhatsApp enquiries and maintained fast, professional communication.
- Managed official emails, prepared replies, and supported documentation tasks.
- Maintained accurate patient records and confidential documentation.
- Managed daily cash handling and supported front-desk operations.

Receptionist — St. Vincent's Hospital, Kottayam (May 2023 – Dec 2023)

- Welcomed patients, verified details, and managed front-desk operations.
- Handled appointment booking and patient flow coordination.
- Responded to calls and WhatsApp enquiries regarding services.
- Assisted in billing support and cash handling.
- Maintained patient files, OP tickets, and ensured compliance.

Intern — TRACO Cable Company Ltd., Ernakulam (Jan 2023 – Feb 2023)

- Assisted customers with product enquiries and maintained service quality.
- Strengthened communication and email-response skills.

EDUCATION

- Bachelor of Business Administration — Mahatma Gandhi University (2020–2023)
- Higher Secondary Education — Kerala Board
- SSLC — Kerala Board

SKILLS

Customer Service, Front Desk Operations, Appointment Scheduling, Administrative Support, Communication, Problem Solving, Teamwork, Cortex System, Cash Handling, WhatsApp Enquiry Handling, Professional Email Reply, MS Office, Analytical Skills

LANGUAGES

English, Malayalam, Tamil, Hindi

DECLARATION

I hereby declare that the above information is true and correct. — Abhijith T S