

YOGESWARI MOORTHY

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Visa Status: Visit Visa (Valid till Oct 2025) | **Availability:** Immediate

Professional Summary

Receptionist & customer service professional with 5 years of experience in **hospital front office, patient services, and customer handling** across healthcare and aviation sectors. Skilled in managing patient registration, appointment scheduling, administrative support, and complaint resolution. Recognized for strong communication, multitasking, and delivering a welcoming patient experience in fast-paced environments.

Core Skills

- Patient Registration & Front Desk Operations
 - Appointment Scheduling & Call Handling
 - Medical Records & Billing Support
 - Customer Query & Complaint Resolution
 - Administrative & Data Entry Support
 - Insurance Coordination (basic exposure)
 - Multilingual Communication (English, Tamil, Hindi)
 - Team Collaboration & Service Excellence
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Professional Experience

Customer Service Executive – Front Office (Reception)

Kauvery Hospital, Trichy, India | Dec 2020 – Jul 2022

- Welcomed and assisted patients, visitors, and attendants at the reception desk.
- Scheduled appointments and coordinated with doctors and medical staff.
- Managed patient queries, phone calls, and daily front desk operations.
- Supported billing, payment collection, and maintained accurate medical records.
- Ensured a smooth and professional patient experience in a busy healthcare environment.

Customer Service & Ground Staff

InterGlobe Aviation Ltd (IndiGo Airlines), Delhi, India | Sep 2022 – Aug 2025

- Delivered frontline customer service in check-in, boarding, ticketing, and baggage handling.
 - Assisted passengers with rebookings, complaints, and special assistance needs.
 - Maintained compliance with safety/security protocols and coordinated with cross-functional teams.
 - Recognized for strong interpersonal skills and ability to handle high-pressure situations.
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Education

B.Com in Accountancy & Finance – Bishop Heber College, Bharathidasan University, India (2017 – 2020)

Certifications

- AOCs Star – Airport Operations & Customer Service (2023, 2024)
 - Safety Management System – IndiGo Airlines
 - World Tracer Desktop Conversion – IndiGo Airlines
 - Excellence Award – Kauvery Hospital 2021
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Languages

- English (Fluent)
 - Tamil (Fluent)
 - Hindi (Basic)
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