

# GANGA PANDARAPARAMBIL MANOHARAN

## CUSTOMER SERVICE EXECUTIVE

+971 50 9134968 | gangamanoharan95@gmail.com | Dubai, UAE

### PROFESSIONAL SUMMARY

Highly skilled Customer Service Executive with 3+ years of experience in providing exceptional customer service in fast-paced environment. Proven history of greeting, directing, and assisting individuals, as well as managing appointments, patient records, and administrative tasks. Proficient in billing systems, financial software, claim verification, resolving billing discrepancies, and generating comprehensive reports.

### PROFESSIONAL EXPERIENCE

#### Customer Service Executive

Jan 2022 - Present

Aster Hospital | Dubai, UAE

- Greeted and directed patients and visitors to the appropriate departments, ensuring a positive and welcoming environment.
- Scheduled appointments, coordinated with medical and wellness staff to ensure smooth daily operations.
- Interacted directly with customers to listen to concerns, resolved problems, and provided detailed information about the services according to the needs of each individual.
- Updated patient records, verified insurance information, and maintained accurate patient data.
- Coordinated with insurance companies and the hospital's internal insurance department to resolve claim discrepancies and expedite reimbursements.
- Handled payments and invoicing, processing insurance claims, and assisted with billing inquiries.
- Assisted with filing, data entry, and record-keeping, ensuring smooth administrative operations.

### SKILLS

- Administration Operations
- Appointment Scheduling
- Organizational Skills
- CRM Management
- Documentation & Reporting
- Client Needs Assessment
- Documentation & Filing
- Cash Handling Procedures
- Insurance Coordination
- Inventory Management
- Payment Processing
- Excellent Communication
- Customer Service
- Invoice Generation
- Team Collaboration

### EDUCATION

Diploma in Electronics, 2013-2016

Women's Polytechnic College | Kerala, India

### PERSONAL DETAILS

- DOB: 20/12/1995
- Visa Status: Employment Visa
- Languages Known: English, Tamil, Hindi, Malayalam
- Nationality: Indian