



**ANJU JOJU**  
**CUSTOMER SERVICE ASSOCIATE**  
Dubai,UAE  
+971569923593 | [anjujoju07@gmail.com](mailto:anjujoju07@gmail.com)  
Linkedlin : [linkedin.com/in/anju\\_joju472899248](https://www.linkedin.com/in/anju_joju472899248)

---

### **Professional Summary**

Results-driven Customer service executive with expertise in medical billing, insurance claims, and patient relations. Adept at optimizing financial transactions, ensuring regulatory compliance, and streamlining healthcare billing processes. Excellent communication and problem-solving skills with a commitment to providing exceptional service.

### **Work Experience**

#### **Customer Service Executive**

Aster DM Healthcare, Dubai, UAE

*October 2023-June 2025 | Present*

- Processed patient billing and submitted claims to insurance providers.
- Ensured accurate patient medical records and billing data.
- Investigated and resolved denied claims and financial discrepancies.
- Assisted patients with payment plans and financial counseling.
- Coordinated with insurance coordinators to verify coverage and obtain approvals.
- Ensured compliance with healthcare regulations and insurance protocols.

#### **Patient Relations Executive**

Tesla Medical Centre, Thrissur (Kerala, India)

*May 2022-June 23*

- Assisted in daily operations of the office, including customer service, data entry, and filing.
- Ensured prompt ordering and stocking of medical and office supplies.
- Trained colleagues on office procedures to maintain coordination and organization of all office activities.
- Implemented a monthly and weekly reporting system for management to track and advise of sales, revenue, cash and patient flow.

## **Education**

### **MASTER OF SCIENCE IN COMPUTER SCIENCE | 2020- 2022**

St Thomas college, Thrissur -Kerala

### **BACHELOR OF SCIENCE IN COMPUTER SCIENCE | 2017-2020**

St Thomas college, Thrissur -Kerala

## **Skills**

### Soft Skills

- Strong presentation and communication skills
- Decision-making and problem-solving abilities
- Team player with excellent interpersonal skills

### Technical Skills

- Medical billing and insurance claims processing
- Proficiency in HIMS and Microsoft Office
- Compliance with healthcare regulations and insurance policies

## **Certifications & Achievements**

- Participated in Continuous Medical Education (CME) programs.
- Top monthly achievement (2 times at Tesla Medical Centre).

## **Languages**

English | Hindi | Malayalam | Tamil

## **References**

Available upon request.

## **Declaration**

I hereby declare that the above furnished information are true and correct to the best of my knowledge and belief.

ANJU JOJU