

JIYAMADHAV KARAYIL SHAJI

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SUMMARY

Dedicated Customer Service professional with 3 Years of experience in the Medical Industry. Strong skills in customer service and international communication. Successfully handled complex bookings and improved customer satisfaction level. Ready to leverage these skills in the travel management services industry.

EDUCATION

Arown Academy, Thrissur 2024
Medical Coding, 72%

Central Institute of Medical Studies(CIMS), Thrissur 2019-2021
Certified Skill Diploma in Medical Laboratory Technician, 83%

Chentrappinni Higher Secondary School, Thrissur 2019
Higher Secondary, 69%

Chentrappinni Higher Secondary School, Thrissur 2017
SSLC, 83%

SKILLS

- Strong communication and customer Service
- Organizational and multitasking abilities
- Proficiency with administrative task like appointment scheduling, data entry and insurance verification
- Answering phone calls and emails from Customers
- Multitasking and time management
- Complaint resolution
- Data entry and management
- Team collaboration and support
- Active listening and empathy

EXPERIENCE

Sales Executive September 2024-Present
Fourth Venture Call Center *Dubai-UAE*

- Delivered excellent customer service and resolved client queries efficiently.
- Consistently met sales targets through effective communication and relationship management.
- Built long-term client trust while ensuring high service quality.

Medical Laboratory Technician May 2022-Dec 2023
Neethi Clinical Laboratory *Thrissur-Kerala*

- Conducted Laboratory tests ensuring accuracy and compliance with medical regulations.
- Maintained patient records and assisted in report preparation.

Medical Laboratory Technician June 2021-Apr 2022
Bishop Alappatt Mission Hospital *Thrissur-Kerala*

- Assisted physicians in diagnostic testing and laboratory operations.
- Ensured adherence to safety standards and medical compliance.

CERTIFICATIONS AND LICENSES

- Medical Coding-American Academy of Professional Coders(AAPC),2024.
- ICD-10-CM,CPT,HCPCS, Medical Terminology, Anatomy and Physiology, Medical Billing Practices.
- Skill Development Certificate for Diploma in Medical Laboratory Technician-Jain University

LANGUAGES

- English-Fluent
- Hindi-Fluent
- Malayalam-Fluent
- Tamil-Fluent

PERSONAL INFORMATION

- Date of Birth : 23 Nov 2001
- Nationality : Indian
- Passport : Y5801033
- Visa Status : Spouse Visa