

JIYAMADHAV KARAYIL SHAJI

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SUMMARY

Medical Receptionist with the ability to manage multiple administrative tasks in fast-paced situations, a likable personality, and outstanding customer service skills. Seeking to join a thriving environment where I can successfully apply my remarkable time management and front desk handling skills.

EDUCATION

Arown Academy , Thrissur Medical Coding, 72%	2024
Central Institute of Medical Studies(CIMS) , Thrissur Certified Skill Diploma in Medical Laboratory Technician	2019-2021
Chentrappinni Higher Secondary School , Thrissur Higher Secondary, 69%	2019
Chentrappinni Higher Secondary School , Thrissur SSLC, 83%	2017

SKILLS

- **Strong communication and customer Service**
- **Organizational and multitasking abilities**
- **Knowledge of medical terminology and electronic health records software**
- **Proficiency with administrative task like appointment scheduling, data entry and insurance verification**
- **Answering phone calls and emails from patients**

EXPERIENCE

Sales Executive Fourth Venture Call Center	September 2024-Present <i>Dubai-UAE</i>
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- 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 Neethi Clinical Laboratory	May 2022-Dec 2023 <i>Thrissur, Kerala</i>
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- Conducted Laboratory tests ensuring accuracy and compliance with medical regulations.
- Maintained patient records and assisted in report preparation.

Medical Laboratory Technician Bishop Alappatt Mission Hospital	June 2021-Apr 2022 <i>Thrissur, Kerala</i>
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- 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