

REEM THAMANNA EM

CUSTOMER SERVICE EXECUTIVE

✉ reemathamanna@gmail.com ☎ +971 552858466

📍 United Arab Emirates, UAE Deira. United Arab Emirates 📅 1993-05-07 🚩 Indian 🤰 Married

📄 Employment visa

ABOUT ME

To achieve a challenging position in a professional organization through self-improvement by excelling in all responsibilities with sincere hard work,dedication and commitment, To work towards the development of the organization and grow with it.

WORK EXPERIENCE

Customer Service Executive, ASTER DM HEALTHCARE

09/2023 – Present
UAE Deira

- Aster DM Healthcare is a prominent healthcare provider in the UAE and the Middle East.
- Responsible for Customer Interaction, Appointment Scheduling, Follow-up Services, Administrative Support, and Collaboration with Other Departments.
- Assist patients to complete all necessary forms and documentation including medical insurance.
- Making Registration and Final Billing.
- Handling phone calls, booking appointment for patients.
- Helping Registrar by taking an immediate action.
- Providing information in response to queries about the clinic services.
- Taking approval for investigations and procedures.
- Organizing and maintaining patient records, consent forms, payment forms, etc.
- Processing pre-approval request for the lab investigations / procedures from insurance.
- Forwarding any complaints and issues to the in-charge and follow up the on solutions.
- Generating daily collection and summary report.
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- Responded to customer questions and complaints, delivered fast, friendly, and knowledgeable service and was successful in retaining customer loyalty.
- Ensure hygiene standards are maintenance.

Office Assistant, STAR HEALTH AND ALLIED INSURANCE CO LTD

11/2020 – 03/2023
Malappuram Kerala

- Health Insurance Company in Malappuram region, having Pan India branches.
- Responsible for Customer Relations and Office administration.
- Customer Relation
- Office Administration
- Excellent interpersonal and communication skills
- Team Management
- Supervising, Training and monitoring employees
- Vendor management
- Providing technical awareness to employees through Zoom and Teams

Quality Controller, MEDIFLORA HERBAL SOLUTIONS01/2019 – 09/2019
Malappuram Kerala

- Pure and Herbal Medicine manufacturers in Malappuram, Kerala.
- Responsible for Managing and monitoring of Herbal Products, Conducting Product Tests and Assessment, Daily monitoring and follow up for product quality, updates and maintains testing equipments, Providing technical assistance to employees, and Ensuring the quality in Packaging and export items.
- Managing and monitoring herbal products
- Conduct product tests and assessments to ensure quality
- Update and maintain testing equipment
- Daily monitor and follow up for product quality for each shift
- Ensure quality in packing and export items

EDUCATION

Msc. Biotechnology, BHARATHIAR UNIVERSITY

- 80%

2016
Coimbatore,
Tamil Nadu**Bsc. Biotechnology, EMEA COLLEGE OF ARTS AND SCIENCE (CALICUT UNIVERSITY)**

- 82%

2014
Malappuram,
Kerala,India**SKILLS**

- BUSINESS ADMINISTRATION
- EXCELLENT COMMUNICATION SKILLS
- DOCUMENTATION SKILLS
- OFFICE COORDINATION
- E-MAIL MANAGEMENT
- ADVANCED MS-OFFICE KNOWLEDGE
- APPOINTMENT SETTING
- SOCIAL MEDIA KNOWLEDGE

LANGUAGES

- ENGLISH
- HINDI
- MALAYALAM

HOBBIES

- MUSIC, DANCE

PERSONAL DETAILS

Date of birth

07 May 1993

Nationality

Indian

Visa status

Employment visa

Marital status

Married