
MARY VIOLET GRACIOUS

Dubai, UAE ♦ 971557253580 ♦ thegrace41@hotmail.com

LinkedIn: <https://www.linkedin.com/in/maryvioletgracious/>

PROFESSIONAL SUMMARY

Dedicated and adaptable professional with over 15 years of experience in customer service, administration, accounting, and front desk operations across the healthcare, logistics, and textile industries in the UAE, complemented by a certification in medical coding. Known for excellent interpersonal skills, attention to detail, and a strong ability to support cross-functional teams with efficiency and professionalism. Passionate about continuous learning and contributing to organizational success through proactive service and accurate documentation.

WORK HISTORY

Senior Customer Service Executive, 05/2007 – 10/2021

NMC Specialty Hospital - Dubai, UAE

- Delivered front-desk support and coordinated patient registration and appointments in a high-volume medical facility.
- Initiated insurance approvals in the outpatient setting and followed up to ensure timely confirmation.
- Coordinated with insurance companies to secure pre-approvals.
- Assisted in medical necessity determination, claim submission, and appeals for denied claims.
- Reconciled daily payments, maintained transaction records, and ensured accurate financial reporting.
- Collaborated with team members to create and manage monthly duty rosters, ensuring efficient staff coverage.
- Maintained accuracy in billing, handled insurance claims, and resolved patient queries with empathy and professionalism.

Receptionist cum Cashier, 05/2006 - 05/2007

Cosmopolitan Medical Centre - Dubai, UAE

- Managed the reception desk, scheduled appointments, and greeted patients professionally.
- Processed cash and card payments, issued receipts, and maintained accurate cash flow logs.
- Maintained front office administration, patient record organization, and follow-ups.

Accountant cum Office Secretary, 2006

Anjar Land Transport L.L.C - Dubai, UAE

- Managed bookkeeping and day-to-day accounting entries using Tally ERP.
- Handled office correspondence, record keeping, and coordination of logistics documentation.
- Prepared financial statements and supported month-end closing procedures.

Assistant Accountant cum Office Secretary, 2005

Trans Continental General Transport - Dubai, UAE

- Managed bookkeeping and day-to-day accounting entries using Tally ERP.
- Handled office correspondence, record keeping, and coordination of logistics documentation.
- Prepared financial statements and supported month-end closing procedures.

Accounts Assistant, 2005

Global Textiles L.L.C - Dubai, UAE

- Assisted in managing accounts payable and receivable, invoice processing, and bank reconciliations.
- Supported senior accountants in financial data entry and audit preparation.

DPCS Operator (Data Entry Operator), 2002 - 2003

Sree Chitra Tirunal Institute for Medical Sciences and Technology - Kerala, India

- Gained hands-on exposure to hospital administrative procedures and medical record handling.
- Assisted in documentation control and supported archiving processes.

SKILLS

- Customer-Focused Service
- Pre-approvals
- Front Office Management
- Leadership
- Microsoft Office Suite
- Accounting & Billing (Tally ERP)
- eClaim, DHPO, and HIS Software Knowledge
- Medical Coding Fundamental
- Data Entry & Documentation
- Team Collaboration & Communication

EDUCATION

Bachelor of Education (B.Ed.): Mathematics, 1996

University of Kerala – Kerala, India

Bachelor of Science (B.Sc.): Mathematics, 1995

University of Kerala - Kerala, India

Post Graduate Diploma in Computer Applications (PGDCA), 2001 - 2002

Multidata Centre for Software Research & Education - Kerala, UAE

CERTIFICATIONS

Certificate in Medical Coding, 2014

Gulf Medical University - Dubai, UAE

LANGUAGES

English

Native

Tamil

Native

Malayalam

Native

Hindi

Native