

KAJAL

christysh1993@gmail.com | +91 9803188092 | Jalandhar, Punjab

DOB: 9 April 1992

SUMMARY

- Dedicated and detail-oriented Office Executive with over 10 years of experience in hospital administration, billing, claims processing, and customer service.
 - Adept at handling insurance claims, patient queries, data entry, and front desk operations.
 - Proven ability to manage multiple administrative tasks efficiently while ensuring compliance with hospital accreditation standards.
 - Seeking to leverage expertise in healthcare administration, customer relations, and office management to contribute effectively in a dynamic organization.
-
-

WORK EXPERIENCE

Sacred Heart Hospital (NABH Accredited) - Office Executive - Empanelment Department (6 Years)

Projects Undertaken, Key Deliverables and Responsibilities:

- Managed insurance claims, approvals, and reimbursements for companies such as HDFC ERGO, Vipul, Bajaj Allianz, MD India, etc.
- Processed online claims for insured patients and maintained offline patient records.
- Handled birth & death registrations, reimbursement bill verification, and claim processing.
- Scanned and processed claim intimation (F Form) at the Civil Hospital.
- Maintained hospital stock records and managed front desk operations.
- Coordinated OPD billing, registration slips, and handled front dealing of RCF, CAPF & CGHS patients.

MM Hospital - Receptionist & Billing Executive (4.5 Years)

Projects Undertaken, Key Deliverables and Responsibilities:

- Managed billing operations, patient queries, and front desk services.
 - Assisted in patient registration, claim intimation, and data entry tasks.
 - Provided administrative support to hospital departments.
-
-

EDUCATION

- Master of Business Administration (MBA) (2023)
Institution/University: Lyallpur Khalsa College, PTU
Performance: 6.81 SGPA
- Post Graduate Diploma in Cosmetology (2015)
Institution/University: PCM SD College, GNDU
Performance: 81%
- Bachelor of Computer Applications (BCA) (2013)
Institution/University: Trinity College, GNDU
Performance: 51%
- Intermediate (2010)
Board: PSEB
Performance: 60%

- Matriculation (2008)
Board: PSEB
Performance: 52%
-
-

TECHNICAL SKILLS

- CRM Domestic Non-Voice Skill Training - MSDC Institute, Jalandhar
 - Proficiency in Hospital Management Software, Billing & Claim Processing Systems
 - MS Office (Word, Excel, PowerPoint) ,E-Mail
-
-

CORE COMPETENCIES

- Hospital Administration & Billing
- Insurance Claims Processing
- Front Desk & Customer Relations
- Data Entry & Records Management
- Multitasking & Problem-Solving
- Communication & Team Collaboration