

CURRICULAM VITAE

JATIN RAMANI

J1/375 DDA FLATS KALKAJI

New Delhi- 110017

Email- jatin.r.ramani@gmail.com

Cont.: 9910784453

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Seeking assignment in Healthcare Business Operations/People Management & Key Account Management with a growth oriented organization of repute

Professional Synopsis

- Presently working with max super specialty hospital Saket new Delhi as a Patient care coordinator (front office) Since December 2017

Front Office & Billing Management

- Ensuring accurate billing
- Providing high level administrative support involving efficient handling of correspondence, management of document flow, screening telephone calls, attending visitors and directing various queries to relevant department.
- Effectively interfacing with patients and their attendants.
- Providing proper resolution to the patients & their attendants Queries.

Customer Service

- International class service strategies Implementing
- Interacting with guests to troubleshoot on complaints.

As a PCC (Front office)

- Build and maintain relationships with internal and external customers.
- To deliver high professional standards for work assigned.
- Resolve customer complaints and appeal recommendations for improvement.
- Focus on VIP movement
- Focus on critical issues
- Puts extra efforts and time to meet organization goal.
- Providing essential training to subordinates.

Responsibilities and Key tasks

- Manage for all activities on any reception desk in any area of hospital
- To keep track on patient registration, preparation of outpatient invoice and receipting payment for hospital service
- Provide efficient and effective administrative support during users clinics, test and procedure
- Deal with all queries and complaint in a courteous and timely manner
- Ensure that all staff and patient are fully aware of hospital policy
- Ensure accurate and timely feedback from patient
- Lead by example in exhibiting high levels of service orientation and proactive customer handling

- To have good coordination with respective department for foreigner patients along with their documentations

Skills

- Enriched with experience and opportunities developed special skills in interacting with both government and corporate.
- Ability to decide priorities and lead the team. Good at documentation, Report writing and correspondence.

Technical Exposure

- Proficiency M S Office, MS- Excel, MS-Word, Outlook
- Working on HIS software

Strengths

- Ability to work in cysis management
- Good team player

I have an in borne nature to acquaint myself with the advancements and day to day developments, readiness to serve, leadership, teamwork, develop linkages, Perceive and shape the organization where employed

Personal Information

- **Qualification** GRADUATE
- **Date of Birth** 11TH MAY 1993

- **Nationality** Indian

- **Sex** Male

- **Marital status** Single

- **Languages Known** English, Hindi, Sindhi

Date:

Place:

Jatin Ramani