



REMYA MATHEW K

CONTACT

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PERSONAL DETAILS

Date of Birth : 04/11/1997
Marital Status : Married
Nationality : Indian
Gender : Female
Visa Status : Visit Visa
Visa Validity : 22 June 2024

SKILLS

• Micro Soft Office • Word processor •
Spread sheet • Excel • Tally 9.1 • Call
center experience • Multi line phoning
system
● ● ● ● ●
• Effective Communication • Problem
solving • Multi tasking • Empathy • Team
work • stress management
● ● ● ● ●

LANGUAGES

English - Professional proficiency
Hindi - Professional proficiency
Tamil - Professional proficiency
Malayalam - Basic user

CAREER OBJECTIVE

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

EDUCATION

Hospital Administration	April 2023
TUV SUD Certification	
Bachelor's of commerce	May 2019
Bharathiar University	
Diploma in Computerized Secraterial Practice	April 2016
Holy Cross Vocational Training Institute, Calicut	

EXPERIENCE

Receptionist - NOV 2022 - JAN 2024

Esaf Hospital and Research Center, India

Key Responsibilities:-

- Welcome visitors in a warm and friendly manner, and answer any questions visitors have.
- Collects payments by accepting cash, debit/credit card from customers and makes change for cash customers.
- Maintaining patients records
- Answer and screen phone calls, schedule Doctors appointment and redirecting them when appropriate.

Guest & Patient Executive - FEB 2018 - SEP 2022

Kims Alshifa Super Specialty Hospital, India

Key Responsibilities:-

- Greet and welcome patients as soon as they arrive at the hospital, ensuring a positive first impression.
- Answer, screen and forward incoming phone calls in a courteous and professional manner and schedule doctors appointment and directing patients them when appropriate.
- Handling cash transactions with customers, collecting

INTERESTS

Drawing, Listening Music

payments, issuing receipts, refunds.

- Collect patient feedback.
- Ensure the reception area is tidy and presentable, with all necessary stationery and material.

Receptionist, Admin assistant- AUG 2016-SEP 2017

Assumption Hospital, India

Key Responsibilities

- Perform administrative tasks, including maintaining records, and filing.
- Provide accurate information in-person and via phone/email.
- Collects cash, check and credit card payments from customers & make change for cash transactions.
- Maintaining patients records.
- Verifying insurance.
- Take inventory of supplies and restock as needed.

MY STRENGTHS

- Good communication skills and ability to work in teams.
- A solutions-oriented person and a quick learner.
- Curiosity and eagerness to learn new things.
- Highly motivated and dedicated.
- Excellent client management skill.
- Strong work ethic and determination to succeed.

REFERENCE

Will be provided upon request -

SELF DECLARATION

I here by declare that the above mentioned information is correct my knowledge and responsibility for the correctness of the above mentioned particulars.

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