

ASWANI

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DOB: Jul 18, 2000◇Nationality: India◇Gender: Female◇Open to Relocate◇

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SUMMARY

Seeking a position that can provide a steady growth and learning opportunity to practice my profession and practical experience extensively. **QUALIFICATION** Proven record of facilitating support service and managing fast-paced office operation. Strong organizational communication skill with the ability to concurrently direct multiple business affairs. A multitude of versatile skill transfer into any administrative setting to create and maintain high level of efficiency and productivity. Advance understanding of customer needs with diligent attention to detail resulting in superior customer service and high level of client satisfaction.

EXPERIENCE

OFFICE ADMIN CUM COUNSELOR

Al Rayhan Eye Hospital

Aug '23 – Sep '24

Malappuram, India

Schedule patient appointments when needed. Counsel patient for all surgeries (cataract/retinal/glaucoma/cornea/lids, etc.) Stay current with the latest technologies & medications and be able to answer general patient questions.

Verification of medical benefits for surgery and injections.

Patient Education: Informing patients about the surgical procedure, including what to expect before, during, and after surgery. They explain risks, benefits, potential complications, and the overall recovery process.

Preparation Guidance: Providing instructions on pre-surgical preparations, such as fasting, medication adjustments, and necessary pre-operative tests (e.g., lab work or imaging).

Emotional Support: Offering emotional support to patients and their families, addressing concerns and alleviating anxiety by answering questions and providing a compassionate presence.

Financial Counseling: Reviewing costs related to the surgery, explaining insurance coverage, and outlining any out-of-pocket expenses to help patients understand their financial responsibilities.

Coordination with Medical Staff: Communicating with surgeons, anesthesiologists, and nursing staff to ensure that patients are well-prepared and informed for their surgery date.

Post-Operative Instructions: Educating patients on post-surgery care, including medication management, follow-up appointments, activity restrictions, and signs of potential complications.

Documentation and Record-Keeping: Maintaining accurate patient records and documentation of all pre- and post-surgical counseling sessions for future reference and continuity of care.

- Educate patients on surgical procedures, including expectations, risks, benefits, and recovery.
- Provide pre-operative instructions, such as fasting, medication changes, and required tests.
- Offer emotional support, answering patient and family questions and easing concerns.
- Review financial details, explaining insurance coverage, out-of-pocket costs, and payment options.
- Coordinate with surgical teams to ensure patients are well-prepared and informed.
- Provide post-operative care instructions, including medication, follow-up appointments, and activity guidelines.
- Maintain accurate records of counseling sessions and patient information.

CUSTOMER RETENTION EXECUTIVE

TREE G EYE CARE HOSPITAL

Oct '22 – Jun '23

Malappuram, India

As a Floor Supervisor, i will be responsible for overseeing daily operations on the sales floor of a retail or hospitality establishment. Your role is integral in ensuring that the workplace is well-organized, all employees are performing their duties to the best of their abilities, and customers are satisfied

Staff Management: Supervising and coordinating the activities of team members, providing guidance, assigning tasks, and ensuring that employees adhere to policies and procedures.

Quality Control: Monitoring the quality of work in the area, ensuring cleanliness, order, and compliance with safety and service standards.

Training and Development: Training new employees, providing ongoing support to staff, and helping with professional development to improve team performance.

Customer Service: Addressing and resolving any customer complaints or issues on the floor, providing prompt assistance, and maintaining a friendly and professional environment.

Inventory Management: Overseeing supplies and inventory levels for the floor, placing orders when necessary, and coordinating with the procurement or inventory department to ensure adequate stock.

Operational Reporting: Documenting activities, incidents, and performance metrics on the floor, often providing reports or updates to upper management.

Health and Safety Compliance: Ensuring that the floor complies with health and safety regulations, performing regular inspections, and addressing any potential hazards immediately.

Scheduling and Shift Management: Organizing shift schedules, managing attendance, and arranging for staff coverage to ensure smooth operations throughout the day.

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- Supervise and coordinate daily activities of floor staff, providing guidance and task assignments.
- Ensure quality control by monitoring work standards, cleanliness, and adherence to safety protocols.
- Train new employees and support ongoing staff development to maintain high performance.
- Address and resolve customer complaints, ensuring a positive experience and professional service.
- Oversee inventory levels for supplies on the floor, placing orders when necessary.
- Document activities, incidents, and performance metrics for reporting to management.
- Enforce health and safety regulations, conducting inspections and addressing hazards promptly.
- Manage shift schedules and ensure adequate staff coverage for smooth operations.

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INSURANCE

EMC Hospital

Jan '22 — Sep '22
Malappuram, India

- Hospital indemnity insurance is a type of supplemental health insurance plan that can help you pay for costs associated with a hospital stay. When you purchase hospital indemnity insurance through work, you'll be able to use it if you are admitted to a hospital or intensive care unit for a covered sickness or injury.

Insurance Verification: Confirming patients' insurance eligibility and coverage details for specific treatments or services prior to admission or procedures.

Pre-Authorization and Approvals: Coordinating with insurance companies to obtain necessary pre-approvals for procedures or treatments that require authorization.

Claims Processing: Preparing and submitting claims to insurance providers, ensuring that all necessary documentation is accurate and complete to avoid claim denials.

Billing and Coding: Using correct medical codes (ICD, CPT, HCPCS) for procedures and diagnoses to ensure accurate billing, minimizing errors and delays in the claims process.

Patient Counseling on Financials: Explaining patients' financial responsibilities, including co-pays, deductibles, and any out-of-pocket expenses. Assisting patients in understanding their bills and insurance coverage.

Denial Management: Reviewing denied claims, addressing issues, and resubmitting claims if necessary. Working closely with insurance providers to resolve claim disputes.

Payment Collection and Processing: Managing payments received from insurance providers, coordinating with the billing department, and applying payments to patient accounts accurately.

Compliance and Record-Keeping: Maintaining records of all insurance-related transactions and ensuring compliance with regulations, including HIPAA, and following healthcare billing standards.

- **Coordination with Other Departments:** Collaborating with admissions, billing, and medical departments to ensure that insurance processes align with patient treatment plans and hospital policies.
- Verify patients' insurance eligibility and coverage details for treatments and procedures.
Obtain pre-authorizations and approvals from insurance providers as required.
Process and submit insurance claims with accurate medical codes for procedures and diagnoses.
Counsel patients on their financial responsibilities, including co-pays, deductibles, and out-of-pocket costs.
Review and manage denied claims, working with insurance providers to resolve issues.
Collect and process payments from insurance providers, applying them to patient accounts.
Maintain compliance with healthcare regulations, including HIPAA, and ensure accurate record-keeping.
Coordinate with admissions, billing, and medical departments to align insurance processes with patient care plans.

Data Entry

AUTO MOBILES COMPANY

Apr '21 — Dec '21 Malappuram, India Data entry involves inputting, organizing, and managing information in a specific format, often using a computer system or software. The goal is to ensure accurate, organized, and accessible data for record-keeping, analysis, or reporting. Here's a breakdown of typical tasks in data entry:

1. **Data Input:** Entering text, numbers, or codes from various sources (e.g., paper documents, electronic files) into databases, spreadsheets, or software systems.
2. **Data Verification:** Cross-checking entries to confirm accuracy, often using predefined formats or software features to minimize errors.
3. **Data Cleaning:** Reviewing and correcting any inconsistencies or inaccuracies in the data, such as removing duplicates or fixing typos.
4. **Formatting and Organization:** Structuring data in a specific way, arranging it in tables, columns, or categories to enhance readability and utility.
5. **Updating and Maintenance:** Regularly updating records to ensure the data remains current and relevant, including removing outdated or irrelevant information.
6. **Reporting and Extraction:** Pulling relevant data or generating reports for analysis, sharing, or organizational use.

EDUCATION

BCOM - CALICUT UNIVERSITY

ACCOUNTING, G-TECH college MALAPPURAM

ADMINISTRATION- ISSD ERNAKULAM

HIGHER SECONDARY, MES HIGHER SECONDART SCHOOL

High School Diploma, MES High school

SKILLS Administrative Skills

ADMINISTRATIVE SUPPORT, DOCUMENTATION AND RECORD KEEPING, EXCELL, TALLY, POWER POINT AND MS WORD COMPLICE AND CONFIDENTIALITY, Organization Skills, Problem Solving, Communication Skills, attention to detail, Managing Finances, Calendar Management

Customer Service Skills PATIENT RELETION, COMMUNICATION SKILL, PROBLEM SOLVING, EMPATHY, PATIENCE, ADAPTABILITY, POSITIVE ATTITUDE, TIME MANAGEMENT, WELCOME GREETINGS, Appointment Scheduling, Impression

Operational Skills FRONT OFFICE OPERATION, MEDICAL AND CLINICAL SERVICE, SUPPORTING INSURANCE DEPARTMENT, ANALYTICAL SUPPORT, TEAM COLLABORATION, Photocopying, POWER POINT , EXCELL, MS OFFICE

Leadership Skills TEAM LEADER SHIP, SUPERVISING, VISION, MOTIVATION, INTEGRITY, DECISION MAKING, COMMUNOCATION

Interests traveling, reading books, watching documentry

Languages English, hindi, malayalam, tamil