

# RENOY RAJU

Velleparambil House Vellali Chellat Road Ernakulam Kerala India  
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## Objective

Friendly customer service professional committed to providing high-quality service and developing customer relationships. Offering excellent interpersonal skills and knowledge of conflict resolution to lead a team of other customer service representatives.

## Experience

- **Aster DM Health Care (Aster Medcity)** 07/08/2017 -  
Senior Coordinator
  - Coordinating with the Doctor's and ensuring that the patients are seen on time and no patients are missed without consulting.
  - Addressing the Patients Complaints calmly and professionally, seeking swift resolution for positive outcomes.
  - Communicating with the patients and the bystanders and others who come to hospital and giving the instruction to them regarding the hospital rules and regulations.
  - Telephone handling regarding the patient Query, Blood reports, Appointment taking, Medicine concern.
  - Sending Mails to the manager regarding the number of patients visited, Dropouts, Time taken for a consultation and all.
  - Email reverting at a proper interval of time .
  - Patients survey is been conducted and ensuring that there is no concern for them in any of the matter.
  - Proper allocation of the staff in the areas where there is a shortage so that no patients are suffered.
  - PPT, Classes are been conducted for the subordinates for proper Customer Service Etiquettes.
  - VIP, VVIP patients are identified and accompany them for a fast consultation and ensure that they are treated well.
  - Helps in Registration process for the new patients and doing billing if required.
  - Create a good relation with the Doctors so that the concerns from the patients are been identified and sorted out.
  - Coordinates with the nurse service proper allocation of service equipment and supplies within the facility.
- **Muthoot Fincorp** 06/02/2017 - 04/08/2017  
Customer Care Assistant
  - Provided helpful advice on various aspects of product selection, enhancing positive customer experiences.
  - Handling all the Front Desk Job in the home branch
  - Daily briefing and training to other colleagues.
  - Handling the cash in the branch.
  - Helps others to achieve the target of the NBFC( Gold Pledging, Financing the vehicle, Insurance for the vehicles.

## Education

- **Bharathiar University** 2022  
M.B.A (Human Resource Management)  
55
- **Mahatma Gandhi University Kottayam** 2016  
B.COM Finance and Taxation  
55

- **Kerala Higher Secondary Education** 2013  
Certificate of Higher Education  
59
- **C.B.S.E** 2010  
10th  
6.2%

### **Skills**

- Cash management
- Customer service
- Focus group management
- Budget planning and management

### **Personal Details**

- Date of Birth : 21/09/1995
- Marital Status : Married
- Nationality : Indian
- Gender : Male