

RENOY RAJU

Velleparambil House Vellali Chellat Road Ernakulam Kerala
India
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9061490886

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.



PERSONAL DETAILS

Date of Birth : 21/09/1995

Marital Status : Married

Nationality : Indian

Gender : Male

SKILLS

Cash management



Customer service



Focus group management



Budget planning and management



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%