

Amina M.S

CLIENT RELATIONSHIP EXECUTIVE

I want to fulfil my responsibility in which the company and my official vested on me with efficiency and trustworthy.



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WORK EXPERIENCE

Client Relationship Executive

Toto Health, Trivandrum

08/2022 - 11/2022

Achievements/Tasks

- Client visit and handling 14 IP hospitalisation from admission to discharge in TOTOHEALTH Preferred Hospitals and CAREHEALTH Network Hospitals.
- Inquire with 30 clients HEALTH INSURANCE about CLAIMS DOCUMENTS and guide them in 7 cashless and 11 reimbursement processes, remaining 12 cases were resubmitted along with clarification for approval.
- Coordinate with the Hospitals Insurance Desk and inquire about the claim status of another 30 clients and inform higher authority for the completion of 12 APPROVAL, 10 Out patient's and 9 REJECTED processes.
- Coordinate with OPD TEAM and clients to schedule doctors appointment for OPD, PHARMACY, LAB TESTS, VACCINATION and admission if necessary.
- More than 100 Welcome Calls for existing and new TOTO HEALTH clients.

Management Trainee- We Work

TRAVANCORE MEDICITY, KOLLAM

12/2021 - 03/2022

Achievements/Tasks

- Work as a Patient Relations Executive in TRAVANCORE MEDICITY hospital.
- Managed 2,258 IN PATIENT from ADMISSION PROCESS TO DISCHARGE PROCESS, ROOM ALLOTMENT, Shift In & Shift Out in one stage to another stage.
- Patient satisfaction and resolution of 90 patient complaints.
- Daily rounds and daily reports from IP rooms in departments A, B, C, D, E, F and J.
- Overall supervision and coordination between various departments from admission to discharge.

EDUCATION

MBA in Operation and Marketing

Rajadhani Business School, Nagaroor, Trivandrum.

07/2019 - 10/2021

75%

BBA MANAGEMENT SCIENCE

Al- Ameen College, Aluva, Kochi.

07/2019 - 10/2021

60%

SKILLS

PROBLEM SOLVING

CUSTOMER SERVICE

TEAMWORK

MS OFFICE

ATTENTION TO DETAIL

ANALYTICAL SKILLS

CLAIMS MANAGEMENT

LEADERSHIP

TIME MANAGEMENT

ADAPTABILITY

GOOD COMMUNICATION SKILLS

PROJECTS

"A STUDY ON REWARD AND RECOGNITION PROGRAM AND ITS EFFECTIVENESS AMONG THE EMPLOYEES IN POPULAR INDUSTRIES, EDAPPALLY PVT LTD" in BBA (12/2018 - 03/2019)

"A STUDY ON ONLINE SHOPPING BEHAVIOR OF COLLEGE STUDENTS IN TRIVANDRUM REGION" in MBA (01/2021 - 04/2021)

"A STUDY ON THE IMPACT OF TQM PRACTICES IN RENDERING SERVICES AT PRIVATE HOSPITALS IN KOLLAM DISTRICT" in MBA (03/2021 - 08/2021)

CERTIFICATES

HEALTHCARE MANAGEMENT (07/2022 - 07/2022)

SAP SUPPLY CHAIN MANAGEMENT (03/2021 - 07/2021)

BeThe Best (01/2019 - 02/2019)

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Malayalam

Full Professional Proficiency

INTERESTS

Reading Books

Watching TV

Storytelling

Singing

Researching

Travelling