



## DIVYA T S

**Nationality:** Indian **Date of birth:** 23/02/2002 **Gender:** Female

**Phone number:** (+91) 7510958718 **Email address:** [divyats2002@gmail.com](mailto:divyats2002@gmail.com)

**Whatsapp Messenger:** 7510958718

**Home:** THOTTATHIL HOUSE KURUMALA P.O, 680586 THRISSUR (India)

### ABOUT ME

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My goal is to become associated with a world class hospital firm where I can utilize my skills to get an opportunity to contribute the organization's success by guiding clients on making wise career decisions and enhancing the company's productivity and reputation.

### WORK EXPERIENCE

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#### FRONT OFFICE EXECUTIVE

*ERNAKULAM MEDICAL CENTER- COCHIN [03/10/2022 - 31/10/2023 ]*

**City:** Ernakulum

**Country:** India

- \* Managing front desk responsibilities, including greeting patients, answering phone calls, and scheduling appointments.
- \* Effectively managing a busy multi-line phone system, efficiently routing calls and addressing inquiries with patience and professionalism.
- \*Scheduling appointments and procedures, optimizing the appointment book to minimize times and maximize physician availability.
- \* Coordinating patient scheduling, check-in, check-out and payments for billing.
- \* Verifying patient insurance information and collected necessary co-payments, ensuring accurate billing procedures.
- \* Coordinating with medical staff, nurses, and doctors to facilitate smooth patient admissions and discharges.
- \* Handling sensitive and confidential information with the utmost discretion and adhered to patient privacy regulations.
- \* Resolving patient problems against rooms or reservations with knowledgeable and friendly service
- \* Managing time efficiently in order to complete all tasks within deadlines.
- \*Handling room allotment, cost estimation process and admission counselling.
- \*Training new staff on correct procedures, compliance requirements, and performance strategies.
- \* Handling billing enquiries and collaborated with billing department to resolve any billing- related issues.

## **SKILLS**

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Customer relations and communications Relationship building Excellent verbal and written communication skills Strong organizational and time management abilities Ability to Work in a Team Multi-line phone proficiency Time Management Knowledge of medical terminology and procedures Interpersonal communication Proficient in Electronic Health Records (EHR) systems Office management.

## **EDUCATION AND TRAINING**

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### **B.COM CO-OPERATION**

*CALICUT UNIVERSITY (2022)*

### **PLUS TWO- COMPUTER SCIENCE**

*BOARD OF HIGHER SECONDARY EDUCATION KERALA (2019)*

### **SSLC**

*KERALA BOARD OF PUBLIC EDUCATION (2017)*

## **ADDITIONAL QUALIFICATION**

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### **DIPLOMA IN HOSPITAL ADMINISTRATION**

*INDIRA GANDI NATIONAL EDUCATIONAL TRUST (2023)*

### **RETAIL SALES ASSOCIATE-RASCI**

*RAJAGIRI COLLEGE OF SOCIAL SCIENCE (2022)*

## **LANGUAGE SKILLS**

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Mother tongue(s): **MALAYALAM**

Other language(s):

**English**

**Hindi**

## **DIGITAL SKILLS**

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Microsoft Excel / Microsoft PowerPoint / Microsoft Word / Microsoft Office / Outlook / Power Point / Google Docs / Google Drive / Zoom

*At this moment, declare that the information and details provided in this resume are correct and inclusive to the best of my knowledge and belief.*