



GOPAKUMAR.K.M

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OBJECTIVE

To use my energy and perspective in adding significant value to the organization, achieving the objectives of a challenging career and in developing my business acumen and leadership abilities

PROFESSIONAL SYNOPSIS

- Acquired an experience of **4** year as a Hospital Receptionist
- Acquired an experience of **4** year as a HR Assistant in U.A.E
- Acquired an experience of **1** year as a customer service associate

An excellent planner with proven abilities in accelerating growth, generating customer loyalty levels and serving Retail and corporate sector customers effectively.

Professional Experience

Nov-2022-Currently working

Organization: Supriya Specialty Hospital,Puthanathani

Department : Front Office

Designation : Front Office In charge

Feb 2021 –Oct 2022

**Organization : Relief
specialtyDental Clinic,Tirur**

Department : Front Office

Designation : Front Office In charge cum I.T support

June-2019 – Nov 2020

Organization : Almas Hospital

Department : Front Office

Designation : Receptionist

Roles and Responsibilities:

- Greets and directs all patients within the practice
- Obtaining patient demographic and verifying insurance information at each visit.
- Obtaining necessary patient information to meet current Federal guidelines and Meaningful Use guidelines for electronic medical records.c
- Scanning pertinent patient information into EMR including patient authorizations, recent labs delivered by patient, etc.

- Obtaining patient authorization for medical records release (HIPAA compliance).
- Schedules any necessary appointments after completion of patient visit
- Monitor and review patient schedules for next day office appointments.
- Identifying and resolving minor patient billing complaints.
- Assists in ordering, receiving and stocking of office supplies
- Maintaining cleanliness of waiting room.
- Assists other Medical Receptionists and Medical Secretaries as needed.
- Other duties as assigned.

December-2013 – December 2017

Organization : Extra co Group of companies.

Department : HR Designation : HR Assistant.

Roles and Responsibilities:

- To undertake the administration of all appointments for the departmental staffing areas.
- To provide information and assist with the preparation of reports.
- To assist the personnel officer in the monitoring and review of personnel licies and administrative procedures.

- Responsible in handling and motivating more than 4500 employees in achieving their goals and objectives.
- Assists office staff in maintaining files and databases.
- Arrange and filling the master files of the employees.
- Leave requisition and advise the accounts department for the settlement of the employees.
- Arranging and following new employees Residence, insurance cards, Emirates ID cards...etc and distributing.
- Responsible for attending meeting with the manager and assisting in creating new policies and plans to the company's objectives.

November 2012 – November 2013

Organization : Firstsource Solutions Limited

Department : Retailer Help Desk (Idea cellular Ltd)

Designation : Customer Service Agent

Roles and Responsibilities:

- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication “scripts “ when handling different topics.
- Identify customer’s needs, clarify information, research every issue and provide solutions and/or alternatives.
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way.
- Meet personal/team qualitative and quantitative targets..

Computer Expertise

- MS office.
- Payroll.
- Focus.
- Photoshop.
- Teja

Academic Qualifications

- B.B.A (Pursuing)
- ITI In Electrician
- Plus Two (GBHSS Tirur)
- High School (Navamukunda Higher secondary school Thirunavaya)

Personal Information

- Nationality: Indian
- Date of birth: 25/10/1992
- Passport Number: K5372112
- Address: Konothu Madathil House.Vengaloor post.Tirur.Malappuram.676102
- Covid Vaccine Status : Fully Vaccinated

References

Upon Request.

I do hereby declare that all the information given above is true to the best of my knowledge and belief.

Sincerely,
Gopakumar