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11/01/1992

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NEELEMA KARTHIKEYAN

Patient Care Coordinator/Operations Manager/Admin Officer



OBJECTIVE

To pursue a dynamic and challenging career with an organisation of repute and dignity, which give value addition to the organization as well as best opportunity to enhance professional skill while getting a high level of satisfaction and recognition. Resourceful team leader, flexible, high energy level, can do attitude, confident with creative abilities and excellent communication skills.

PROFESSIONAL SKILLS

- Operational Support and Project Management
- Administrative Task Management
- Outstanding Communication Skills
- Maintain Client Relationship
- Problem Solving and Decision Making Skills
- Data Maintaining and Management
- Team Building and Collaboration

INTERESTS

- Classical Dancing and Choreography
- Cooking
- Craft and DIY

LANGUAGE

- English - Advanced
- Malayalam - Mastery
- Hindi - Beginner
- Tamil - Beginner
- Arabic - Beginner

EXPERIENCE

Rajagiri Hospital Kochi

19/09/2016 - Present

International Patient Care Coordinator

- Manage Out Patient and In Patient flow
- Query Management
- Advocate treatment plan and cost estimation for international Patients
- Ensure high quality patient care
- Monitor and Manage patient volume
- Assist throughout the hospital e
- Provide insurance assistance to International Patient
- Forex and Cash Handling
- FRRO Form C Submission

EDUCATION

School of Communication, Manipal University, Manipal, Karnataka

Passing Year - 2016

Master's of Art - Mass Communication

Grades : CGPA- 7.9/10

Al Ameen College, Ernakulam, Affiliated to Mahatma Gandhi University.

Passing Year - 2014

Bachelor's of Arts - English Literature and communication Studies

Grades : CGPA- 2.23/5

S N Vidya Bhavan, Thrissur, Kerala Affiliated to CBSE Board New Delhi.

Passing Year - 2011

12th Grade Commerce

Grades : 61%

REFERENCE

Dr. Shiney George - OT Manager and Former Operations Manager

Rajagiri Hospital Kochi

shiny.george@rajagirihospital.com | +91 9645795909

Mr. Chris John Mammen - Assistant Manager- International Patient Services

Rajagiri Hospital Kochi.

chrisjohn25@gmail.com | +91 9061979289

PERSONAL SKILLS

- Empathetic
- Approachable
- Resistance to Stress
- Operability and Commitment
- Pleasant Behaviour
- Ability to maintain good Relationship
- Excellent Communication Skills
- Calm Listener
- Pleasing Nature
- Adaptability