

Dhananjay Emmanuel Varghese

Thalonikkara house Pochinipadam Po.urakam 680562 Thrissur
Kerala India

8086067441 | dhananjayan62@gmail.com

Objective

Friendly customer service professional committed to providing highquality 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 Medcity, Kochi** 02/03/2023 - Currently working
Guest Relation - Associate
 - Handling Operational Areas-OP department,Emergency,Patient care,ICU bed Management,Billing.
 - Addressing the Patients Complaints calmly and professionally, seeking swift resolution for positive outcome.
 - Assisting with the management of daily Operational activities.
 - Maintain a point of contact kept an open line of communication both by phone and email as well as providing reports to the patients.
 - Ensure excellent patient service and communication with the families and relatives of the patients.
 - Communicate issues identified by front line staff to appropriate administrative team related to departmental initiative.
 - Working with the Team Leader, manager's,and department head's to learn departmental needs and goals.
 - VIP, VVIP patients are identified and accompany them for a fast consultation and ensure that they are treated well.
 - Investigate patient/visitor concerns and implement appropriate course of action

Education

- **St Joseph Model Higher Secondary School, Thrissur** 2012
10th - (2013-2015) -
80%
- **Lourde Matha Higher Secondary School, Thrissur** 2013-2015
+2
75%
- **Regional institute of aviation - Thiruvananthapuram** 2015-2018
Diploma Aircraft maintenance Engineering -
75%

Skills

- Cash Management
- Excellent patient service
- Good communication skill

Languages

- English
- Malayalam
- Hindi
- Tamil

Personal Details

- Date of Birth : 23/11/1997
- Nationality : Indian