

Lithy Thomas

Customer Service Executive

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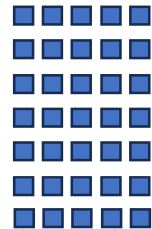
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CAREER SUMMARY

Dynamic and results-oriented Customer Service Executive with seven years of extensive experience in providing exceptional customer support across diverse industries. Proven track record of exceeding customer satisfaction goals through effective communication, problem-solving, and relationship-building skills. Proficient in leveraging technology to streamline operations and maximize productivity. Seeking to bring expertise and leadership to a forward-thinking organization committed to delivering excellence in customer service.

SKILLS AND STRENGTHS

Effective Time Management
Fast Learner
Computer Skills
Communication Skills
Dispute Resolution
Customer Education
CRM Software



WORK HISTORY

Dec/2018 – Mar/2024

Customer Care Associate

Access Clinic (Aster DM Health Care), Sharjah

- Provided exceptional customer service to patients, visitors, and staff members in a busy hospital environment, addressing inquiries, concerns, and requests with professionalism and empathy.
- Managed the hospital's front desk operations, including greeting visitors, answering phone calls, and directing inquiries to the appropriate departments or personnel.
- Handling various insurance related operations such as taking approvals from insurance companies, contacting insurance companies for approval related queries, etc.
- Coordinated patient admissions, ensuring a smooth and efficient experience for patients and their families.
- Handled escalated patient complaints and concerns, investigating issues, and collaborating with relevant departments to resolve issues and prevent recurrence.
- Implemented patient satisfaction surveys and feedback mechanisms, analysing responses to identify areas for improvement and implementing strategies to enhance the patient experience.
- Liaised with clinical and administrative staff to address patient needs and facilitate communication between departments, ensuring coordinated care and service delivery.
- Maintained accurate records of patient interactions, complaints, and resolutions, ensuring compliance with privacy regulations and hospital policies.
- Utilized hospital information systems and electronic health records (EHR) software to access patient information and update records as needed.

- Participated in hospital committees and quality improvement initiatives aimed at enhancing patient satisfaction and service excellence.

Dec/2016 – Nov/2018

Customer Service Executive

Muthoot Fincorp LLC, Punalur

- Serve as the primary point of contact for customer inquiries via phone, email, and other communication channels, ensuring prompt and efficient resolution of issues and inquiries.
- Handle a wide range of customer service transactions, including gold loan applications, account inquiries, payment processing, and account maintenance tasks.
- Assist customers in navigating financial products and services offered by the company, providing clear explanations, guidance, and support as needed.
- Collaborate with internal departments, including operations, credit, and collections, to resolve customer issues, escalate complex cases, and ensure timely and accurate resolution.
- Maintain accurate records of customer interactions and transactions, ensuring compliance with company policies, regulatory requirements, and data protection standards.
- Identify opportunities to enhance the customer experience and improve service delivery processes, contributing to continuous improvement initiatives and operational excellence.
- Stay updated on industry trends, regulatory changes, and best practices in customer service and non-banking finance, proactively sharing insights and knowledge with colleagues.
- Participate in training programs and professional development activities to enhance product knowledge, customer service skills, and overall performance.

EDUCATION

Bachelor of Business Administration (BBA) at TKM Institute of Higher Education, Kollam

Mar, 2012 - Apr, 2015

- GPA: 2.62

Higher Secondary Education at Oxford Senior Secondary School, Punalur

Jun, 2010 - Mar, 2012

- Scored 61% aggregate.

LANGUAGES

English



Malayalam



Hindi



Tamil



REFERNCES

- Sreeja Rajeswari from Muthoot Fincorp LLC
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