

GAYATHRI.G

Mobile. No: 9880502667

Email. ID: gayathrimadhan55@gmail.com

Address: No 9/41,2nd floor BM Layout,

Someshwara temple street, Venkateshpuram

Bangalore: 560045



Career Objective: To work with full strength in dynamic organization which provides new challenge that help to add value to the organization and individuals. Seeking a challenging career to value on time performance, where I can enhance my working skills, strength and experience which helps achieving targets.

Educational Qualification:

- . Currently Pursuing MBA through ICFAI University.
- Completed B.A in Economics from Bangalore University
- Completed Pre University from St.Annes women's college ·

Completed Secondary School Education from BSAP School

Additional Qualifications:

Diploma in Computer Application from Computer Training Institute.

Professional Experience:

Currently Associated with Manipal Hospitals, Old Airport Road, Bangalore since Feb-2015 as Ethics Committee Coordinator in the Administrative Department.

Job Profile:

- Managed the Patient Check-in/ checkout flow, Collected Patient information, updated and maintained patient information and scanned insurance information into EMR of Patients.
- Ran Scheduling for patients and doctors via outlook and Appointment Portals, and reached out to reschedule if there were any cancellations.
- Collected Patient payments from different modes (Cash, Online (UPI, Debit and Credit Cards) and through online links and provided payments and Payment documentations to the business office.
- Triaged incoming Phone calls, forwarding them in a timely manner to the appropriate person based on urgency.
- Texted, emailed, and called patients with appointment reminders, decreasing the percentage of no-shows.

- Communicated waiting times, and maintained an average wait time of 15 minutes for all the Scheduled Appointment patients so as to have a higher NPS of the department.
- Verifying the documents as per the checklist WRT DNB Thesis Protocol, Registry studies, Academic Studies and so on to ensure that the files are complete and can be used as a source of reference.
- Preparing the Agenda and Minutes of the Meeting.
- Preparing the Approval Letters.
- Coordinating with different team in regard to the Approvals of any DNB Candidates where in i can fasten the movement from the EC to get the Clearance there by helping the Candidates in their academics.
- Updating the SAE related details in the Documents for our internal and external Records.
- Coordinating within the team in related to the internal and NABH Audits.
- Maintaining the Medical records of Cancer Patients and Collaborating Data in government Portal.

Worked as a Semi Voice Process Executive in Just Dial Company Ltd for a period of 2 years.

Job Profile:

- Answering Inbound Calls and providing relevant informations to the Customers.
- Providing the informations to Customers through Chats and Emails.
- Ensured to provide a memorable customer experience through helpful knowledge.

Worked as a Team Leader for Ascon Pvt Ltd Company (2008-2011)

Job Profile:

- Empowered the team members to provide a memorable customer experience through helpful knowledge, friendly service and a caring approach.
- Monitor and ensure response to customer enquiries.
- Plan, Allocate and Monitor work to staff, ensuring that the team is working efficiently.
- Coaching the team Members and resolving Conflicts. □ Ensured to achieve Monthly Targets.

KEY COMPETENCIES AND SKILLS:

- Administrative and Management
- Communication
- Problem Solving
- Leadership
- Quick Learner
- Creativity
- Computer skills

Personal Details:

Sex: Female

DOB: 14/06/1988

Civil Status: Married

Religion: Christian

Husband's Name: Ezhilarasan Madhan

Language Skill: Kannada, English, Hindi, Tamil, Telugu.

Interest and Hobbies: Cooking and Team Sports-Badminton

DECLARATION:

I hereby declare that the above mentioned information is correct up to my knowledge.

Gayathri.G