



Working as in the clinical setting are accountable for the overall areas of the medical organization and hence they should be comfortable in delegating and assigning work appropriately. The ability to absorb, consume and analyze large amounts of information will be helpful in this career. Solid knowledge of work ethics and proficiency in clinical management will be beneficial. The employer's exact education requirements vary based on the size and choice of the employer, but in common a degree in Medical Services Administration or Healthcare Administration is required

# SHRUTHY SANEESH

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## Skill Highlights

- Written and oral communication skills.
- Excellent time and management skills.
- Strong customer service and case management skills.
- Ability to work with diverse individuals and groups.
- Detail and multi-task oriented
- Strong decision maker
- Complex problem solver
- Service-focused
- Excellent organizational skills.

## Languages

English  
Malayalam  
Hindi

## Personal Details

Date of Birth : 7<sup>th</sup> March 1992  
Sex : Female  
Nationality : Indian  
Marital status : Married  
Passport No : M2883766  
Visa Status : Employment Visa

## Reference

Ashvini Dabholkar

## Experience

### Medical Co-ordinator (Oct 2020 - Present) Prime Medical Center

- Taking insurance pre approvals.
- Assisting submissions and resubmissions of claims.
- Documentation of preauthorization claims. Checking and verifying information on patient medical records.
- Maintaining adequate medical supplies for the facility.
- Availing required documents and details for rejected claims
- Insurance reimbursement assistance.

### Customer service Co-ordinator & Office Admin (Apr 2018 -Sept 2020) Al Shifa Al Khaleeji Medical Center LLC

- Manages staff relations including performance management, staff satisfaction, and conflict management. Performance oversees scheduling recruitment & payroll.
- Directs a unit based performance improvement programme in which individuals are an integral part of the Performance Improvement process.
- Supervise and coach direct reports in the performance of their duties; complete performance reviews and provides feedback to direct reports
- Hires, develops and maintains a competent, productive and quality-conscious workforce while maintaining own management competencies
- Works with Marketing, Clinic Development, IT, and other corporate functions to support clinic rollout and ongoing initiatives

### Officer - Admin & Marketing (Sep 2017 - Apr 2018) ERAM Group;

- Undertake daily administrative tasks to ensure the functionality and coordination of the department's activities
- Support marketing executives in organizing various projects
- Conduct market research and analyze consumer rating reports/questionnaires

### Customer Care Coordinator - Operations (Mar 2015 – Aug 2017) Aster Med city - Kochi (Labor Room &Emergency Dept)

- Manage customer feedback via internet portal.
- Re-created documents for the copy using Microsoft excel, PowerPoint and word.
- Maintain and develop positive business relationships with a customer's key personnel involve in or directly relevant to a logistics activity.

## Education

PG Diploma in Human Resource Management (HRM), Annamalai University, Chennai with first class.

B. Com with Computer Application, MG University Kottayam with 84% marks.  
Diploma in Advance Excel. Diploma in Computerized Accounting, Tally.