

## Ajay Shetty

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### ▼ Summary

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- 8 + years of extensive experience in customer relation into various roles as customer service , sales, operations with specialized business domains in the field of Medical, Airlines , & Retail.
- 6 years' experience in HMS software, CRM and SAP system within the UAE experience.
- Valid driving License

### ▼ Experience

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July 2019–Till date

**Senior Customer Representative • Tele performance ( Dubai Health Authority) , Dubai UAE**

**Job description :**

- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Guiding the steps in issuing licensing for Health Care faculty as well as Health care professionals under Dubai Health Authority.
- Providing Solutions to Professionals and Facilities related to licensing issues with related to health regulation Sector.
- Keeping the track record of Patient and providing the information regarding medical fitness certificate and Occupational help screening packages.
- Provide accurate, valid and complete information by using the right methods/tools.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution

January 2018–December 2018

**Customer Service • Azizi Developments, Dubai , UAE**

**Job description :**

- Perform duties, such as study property listings, interview prospective clients, accompany clients to property site, discuss conditions of sale, and draw up real estate contracts.
- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Analyzing information and evaluating results to choose the best solution and solve problem

## ▼ Experience

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November 2013 – November 2017

**Customer Service Manager • Burjeel Hospital, Abu Dhabi, UAE**

### **Job description:**

- Welcome customer/patients as they arrive at the concierge counter and inquire in to how they would like to be assisted.
- Obtain necessary patient information such as medical histories and insurance information and ensure that it is properly processed and recorded & help them to get the doctor's appointment.
- Coordinate with insurance companies to verify coverage and benefits and provide doctors with feedback
- Assist patients in understanding how their insurance coverage works and calculate and present copays.
- Follow-up with doctors and nurses to obtain necessary information to complete patients' records.
- Provide Feedback and information to Coding and billing personnel in a bid to stream line accounting process.
- Respond to queries from customers/Patients/Family members and Insurance companies over the telephone and through Emails
- Monitor Call Status for response from various departments to ensure that call return are done in a timely manner.

July 2011 – July 2013

**Customer Service Executive • NMC Specialty Hospital, Abu Dhabi UAE**

### **Job description:**

- Manage operation of the Front desk including Cashier. Ensure that Policies and Procedures are complied with highest standard of service and patient satisfaction
- Supervise and trained all front desk staff to ensure that the best guest experience is provided. Handle Patient complaints and review compliments
- Maintain patient's records and forms as prescribed by established policies and procedures.
- Ensures that employees are On-time, attentive, friendly, helpful, and courteous to all managers and other employees. Monitor all V.I.P patients request.
- Maintain the Hygiene (in terms of cleanliness and neatness) of the front desk Company

December 2008 – July 2010

**Customer Service Executive • Indigo Airlines. Mumbai India**

### **Job description:**

- Manage operation of the Front desk including Cashier. Ensure that Policies and Procedures are complied with highest standard of service and patient satisfaction
- Aid passengers in need and give a problem-solving solution.
- Assign seats and provide arrival/departure and boarding procedures to passengers.
- Workout doors in all types of weather conditions and the environment that the ramp entails.
- Exceptional interpersonal skills with an ability to get along with others.
- Resolve all customers situations by providing exceptional customer service.
- Managerial activities handled towards kiosk situations.
- Co-ordination with management for daily routine activity.
- Proficient in all computer systems and programs associated with the customer service position.

August 2004 – December 2008

**Store manager • Chandra Stores. Mumbai India**

**Job description:**

- Ensure Sales, Purchase and Operations are as per the Targets
- Ensure that each customer receives outstanding service by providing a friendly environment, which include greeting and acknowledging every customer, maintaining solid product knowledge and all other aspect of customer service.
- Open and close cash registers, performing tasks such as counting money, separating slips, balancing cash drawers, and making deposit.
- Compute sales prices, total purchases and receive and process cash or credit payment
- Maintains Store staff by recruiting, selecting and training employees.
- Protect employees and customers by providing a safe and clean environment.
- Ensure interior and exterior of store is maintained to company standards.
- Ensure all orders are properly documented and release for pickup.
- Resolve customer complaints in a timely and professional manner.
- Analyze Daily Sales and Expense information and perform all other Financial analysis to maximize sales and net profits

**▼ Education**

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- Bachelor in Commerce (B Com) , From Mumbai University , March 2008
- HSC , Shri Chinai Collage of Commerce and Economics , March 2004
- SSC , Maharashtra State Board , March 2002

**▼ Other Accolades**

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- State level athlete in 100mts (3rd place) in the year 2003.
- District level athlete in 100mts and 200mts (2nd place) in the year 2003.
- Divisional level athlete in 100mts and 200mts (1st place) in the year 2003.
- Won the “**Best Sports Man of the Year**”, in Shri Chinai College for the year 2003

**▼ Personal Details**

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Gender	: Male
Marital Status	: Single
Date of Birth	: 13th September 1986
Passport no	: P1665325
Language	: English, Hindi, Basic Arabic
Driving License	: Valid UAE Valid License

**▼ References**

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Available on request