



# ARTHIKA SHENOY K B

Dedicated administrator with a proven track record in customer service. Adept at managing inquiries, resolving issues, and ensuring seamless operations. Strong organizational and communication skills, coupled with a customer-centric approach, contribute to creating positive experiences for clients.

## CONTACT

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## PERSONAL INFORMATION

**Address:** Rolla, Sharjah  
**Nationality:** Indian  
**Passport No.:** Z5335181  
**Visa Type:** Spouse Visa  
**Visa Expiry:** 21 June 2025  
**Date of Birth:** 13 Nov 1994  
**Gender:** Female

## SKILLS AND AREAS OF EXPERTISE

- Project Coordination
- Excellent written and Verbal Communication
- Reporting and Documentation
- Project Management
- Business Administration
- Operations Oversight
- Research and Development
- Operation Coordination
- Customer Service Strategies
- Customer Feedback Assessments
- Delay Management
- Transport and Logistics Management

## EXPERIENCE

### **Administrator & Customer Service (Temporary role)**

**AWRostamani- Arabian Automobiles & Subscribe Me** - Dubai, UAE

- 02/2023 - 02/2024
- Liaised with customers, addressed enquiries, processed bookings of car rental, and assisted in booking requests through the application 'Subscribe Me'.
- Managed the operations and internal and external communications at 'Subscribe Me'.
- Initiate and process GRN, PAF, Purchase requisitions and procurement requests in Oracle and PandaDoc.
- Monitored and controlled office inventory, ensuring adequate supply levels, timely product ordering and efficient management of company resources.
- Coordinated communications between various departments to schedule meetings and keep company informed on critical matters.
- Served as main point of contact for outside vendors, connecting with relevant personnel or department.
- Oversaw day-to-day office operations such as organizing correspondence, managing incoming calls and creating business records.
- Identified data discrepancies through careful analysis, promptly researching issues for quick resolutions.
- Liaised with customers, addressed enquiries, handled meeting requests and answered billing questions to provide outstanding customer care.
- Supported managers with proactive, efficient clerical support to maintain smooth-running operations.

### **Patient Happiness Executive**

**NMC Royal Hospital** - Dubai

- 07/2021 - 01/2022
- Welcome and greet patients, solve patient query and assist them with the correct information, in person and through calls, via call center.
- Check the patient insurance eligibility/ approval and register the patients as per their insurance and follow up with the pending approvals.
- Coordinate with the team of nurses, technicians, insurance coordinators, billing team and doctors to ensure patient happiness.
- Experienced in direct billing on consultations, tests in cash as well as through insurance.

- Updating Hospital Policies
- Patient Safety Management
- Presentations and Public Speaking skills
- Training Program Development
- Strategic Planning
- Conducting Quality Audits
- Knowledge of Patient insurance, Eligibility and Approvals
- Direct Billing knowledge and experience
- Good Computer Knowledge

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## LANGUAGES

**English**

**Hindi**

**Kannada**

**Malayalam**

**Tulu**

**Konkani:** First

Language

### ***Patient Care Officer***

**Sankara Eye Hospital** - Bangalore, India

- 10/2018 - 04/2019
- Devoted special emphasis on patient care by monitoring the facilities and staffing of the department.
  - Supervised a team of doctors, nurses, technicians and housekeeping staffs to ensure quality of patient care.
  - Experienced in Patient Safety Management and worked constantly on quality improvement program.

### ***Quality Coordinator***

**Shekar Eye Hospital** - Bangalore, India

- 04/2018 - 06/2018
- Formulated and checked adherence to NABH policies and procedures regularly
  - Worked actively for NABH Pre-Assessment and faced NABH and ISO Audits
  - Managed Quality assurance program including internal audits, mock drills, safety management and customer surveys.

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## EDUCATION

2017

**MHA Hospital Administration**

**A.J. Institute of Hospital Management** - Mangalore, India

2015

**Bachelor of Science (B.Sc)**

**St. Aloysius College** - Mangalore, India