**RESUME**

**Resham Singh**

**Date of Birth:-03-July-1985**

**Nationality:-Indian**

**Father Name:-Sh.Jay Kumar**

**Phone: +91-9654091177**

**Email:reshamp7@gmail.com**

**Residential Address: H No-665, sec-3, Vaishali**

**Ghaziabad (UP)**

**Career Goal & Objective**: To make a sound position in a healthcare organization and work enthusiastically in team to achieve the personal as well as the organizational goal with devotion and hard work.

**SKILLS:-**

* Good leadership quality
* Good communication skills
* Highly ambitious and self-motivated; with capability to work in fast spaced environment.

**Work Experience:-**

* Currently working in **Dharamshila Cancer Hospital as Assistant Manager-** Front office since March 2014.

**Job Profile:-**

* Managing the Front Office
* Making Annual and monthly report
* Taking induction Classes for all new joining every month
* Making duty roster for Front office staff
* Greeting / guiding patient and visitors and resolving patient queries and issues
* To guide the patient for post consultation meet about various payments procedures for example, day care payment etc
* Follow up of non-turning patient and their reasons
* To ensure the serious patient are immediately carried to the casualties and handed over to the CMO on duty
* To ensure the waiting areas for the patients are always cleaned, noise free
* To ensure that the ward boys deputed to assist the patient with wheel chairs, stretches etc wherever required , each readily available all times.
* To bring to the notice of HOD immediately on detection of any irregularity of untoward incidents
* Good coordination with CEO for the better functioning of Front Office and for implementation of new ideas
* Worked with **Max Super specialty Hospital, Patparganj** in the **Institutional Patient Department** as **a BILLING EXECUTIVE since May2012to March 2014.**

**Job Profile:-**

* Haveexpertise in the major departments like OPD, IPD, Emergency service, and Patient queries etc.
* Efficientlyhandle the billing of ECHS/ DGHS/ CGHS and other corporates.
* Enter cash receipts if needed and assure correct allocations, distribution in accordance with the established protocols of the organization.
* Ensure completion of documentation and coding on the Route Slip and EMR when needed on charges entered in patient’s accounts for a correct and complete billing claim.
* Daily review of all postings before claim submission and scrutinizing all the bills related to ECHS for final claim submission.
* Coordinating for TPA patients regarding their approval, query from TPA etc..
* Worked with **R. R.InfoTech firm** as a **Team coordinator**

**Duration: 12 month**

* Worked with **Aegis BPO Ltd** as **Customer Support Executive** and for a time of spam worked as a **Team Leader** also

**Duration:-25 month**

**Job Profile:-**

* CO-coordinating customer’s in regards their queries
* Act as team leader handling the Center sales team for promoting the product of the company and their target
* Maintaining MIS & EOD of team member and forwarding to Assistant manager

**Academic Qualification:-**

* **Bachelor in Business Administration From DIMS Delhi**
* **Class 12th**from G.K. Inter College Saharanpur(UP Board)
* **Class 10th**from S.A.M. Inter College Saharanpur(UP Board)

**Computer Skills & Application:-**

* Basic computer knowledge
* MS. Word, MS. Excel, MS. Power Point, Ms. Outlook
* Application of Internet

**LINGUSTIC PROFICIENCY:-**

|  |  |  |  |
| --- | --- | --- | --- |
| **Languages** | **Read** | **write** | **Speak** |
| **English** | Yes | Yes | Yes |
| **Hindi** | Yes | Yes | Yes |

**Date : Resham Singh**

**Place:**