**Surbhi Verma**

+91-9812834924

[surbhivalecha@gmail.com](mailto:surbhivalecha@gmail.com)

**Objective**

To obtain a position that will enable me to utilize my strong organizational skills and ability to work well with people.

**Profile**

* Professional with more than 8 years of experience in Reporting/ Documentation General Administration, OPD & IPD Billing, TPA handling and Laboratory reports.
* Ability to establish the priorities and planning accordingly coordinate and monitor own work plan and the team.
* Equipped with the willingness to learn to keep abreast of new developments in the medical field.
* All-rounder personality, confident, articulate and persuasive by nature, voracious reader and versatile speaker and possesses excellent written, verbal and interpersonal communication skills.
* Ingrained confidence, adaptability, maturity, and tact to handle crisis on a virtually daily basis due to solid experience in corporate sector, resulting in the ability to handle multiple functions for all kinds of managerial functions and activities in a high pressure environment and to identify and prioritize tasks at hand
* Hands on experience in process transitioning.

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| **Education** |

* + - Graduated from Alagappa University in year 2009

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| **Professional Experience** |

**Billing & Corporate dispatches**

**Asian Institute Of Medical Sciences(Faridabad), from January 2010 To Oct 2013**

**(Senior Executive)**

**Roles and Responsibilities as Senior Executive**

* Handling OPD Billing & IPD Billing
* Handling All Corporate Billing & Dispatch like ESI, ESI OKHLA, ONGC, DLTL, BSNL & All Impanel Corporate
* Handling All Type of Cancelation Bill For OPD
* Coordinate between Patients & Doctors.
* Solve out the patients queries.
* Solving Doctors queries like (Concessions, Discounts etc.)
* Knowledge of all OPD Procedures (All Type of investigation Dept. Like Pathology, Imagine, Nuclear Medicine, Neurology, Cardiac, Minor Procedure & Day Care etc.)

**OPD Coordinator**

**QRG Central Hospital & Research Centre Ltd. from January 2009 To January 2010**

**Roles and Responsibilities as OPD Coordinator**

* Handling OPD Billing.
* Coordinate between Patients & Doctors.
* Solve out the patients queries.
* Maintain Doctor Schedule.
* Solving Doctors queries like (Concessions, Discounts etc.)
* Knowledge of all OPD Procedures (Like Dressing, Minor Procedure & Day Care etc.)

**Senior Coordinator**

**KAYA KALAP GLOBAL SKIN CLINIC from February 2008 To January 2009**

**Roles and Responsibilities as Senior Coordinator**

* Implementing effective Administrative Policies and successfully coordinate direct administrative support for the clinic
* Responsible for managing all the administrative & official activities while maintaining the healthy work environment & discipline
* Following the established policies and procedures while ensuring quality services provided at the best possible levels within the available resources
* Interacting with the customers to understand their needs/ requirements while assisting them for the required services and maintaining customer relationships to build the future perceptiveness by taking their feedback through suggestion forms on regular basis

**Front Office Executive**

**CENTRAL HOSPITAL & RESEARCH CENTER, Faridabad, from October 2006 To February 2008**

* Formulates the Blood Reports (Pathology) and Maintaining the Monthly Blood Bank MIS

**TPA Coordinator**

**ASHWANI HOSPITAL, Faridabad, from March 2004 To September 2006**

* Handled OPD Billing & IPD Billing while interacting with TPA regarding approvals
* Devised patient files and forwarded it to TPA

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| **Employment History** |

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| **Company Name** | **Designation** | **Start date** | **End Date** |
| Asian Institute of Medical Sciences | Senior Executive | Jan 2010 | Oct 2013 |
| QRG Central Hospital & Research Centre Ltd. | OPD Coordinator | Jan 2009 | Jan 2010 |
| Kaya Kalap Global Skin Clinic | Senior Coordinator | Feb 2008 | Jan 2009 |
| Central Hospital & Research Centre Ltd. | Front Office Executive | Oct 2006 | Feb 2008 |
| Ashwani Hospital | TPA Coordinator | Mar 2008 | Sep 2006 |

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| **Personal Details** |

* Date Of Birth: 22nd Jan 1986
* Father’s /Husband Name: Mr. Gagan Verma
* Marital Status: Married
* Languages Known: Hindi, English and Punjabi
* Nationality: Indian