

Sharon Gregory Aranha

Administration, Medical Receptionist, Customer Service

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Summary

Results-oriented Healthcare Administrator and Billing Executive with expertise in delivering comprehensive patient care and billing support. Collaborates with medical providers and office management to establish billing documentation policies and ensure compliance. Skilled in resolving critical issues in time-sensitive environments while building and maintaining high-performing teams.

Skills

Time Management ●●●●●

Workflow Coordination ●●●●●

Communication skills ●●●●●

Active listening ●●●●●

Team player ●●●●●

Languages

English ●●●●● Native

Hindi ●●●●● Native

Experience

Supervisor Patient Admin and Billing Executive Jun 2023 - Apr 2024

Healthbay Vitalia

Dubai

Supervised daily operations for women's health services and patient care. Coordinated staff schedules, optimizing coverage and support for patient care.

Managed scheduling for staff, ensuring adequate coverage during peak times and projects. Implemented process improvements, streamlining workflow efficiency in the clinic.

Monitored compliance with health regulations and quality standards in service delivery.

Collaborated with medical staff to streamline administrative procedures and documentation.

Resolved patient inquiries and concerns, strengthening relationships with clients.

Addressed customer complaints promptly, focusing on effective solutions to enhance satisfaction. Monitored employee productivity to provide constructive feedback and coaching.

Provided training to subordinates on their job duties and responsibilities to enhance team performance.

Addressed and resolved interpersonal conflicts within the team, maintaining a harmonious work environment. Collaborated with other departments to coordinate workflow processes between teams.

Senior Patient Admin and Billing Executive Dec 2018 - May 2023

Healthbay Day Surgery Center

Dubai

Completing insurance verification and eligibility checks to ensure that claims will be paid.

Managing accounts receivable collections by contacting patients who have not paid their bills.

Creating and maintaining patient records, including insurance information, medical history, and billing details.

Managing internal and external communications and answering patients' queries and ensuring quality customer service.

Served as the primary point of contact for patient inquiries and issues, facilitating timely resolutions.

Established follow-up call systems to effectively resolve complaints.

Managed team of executives, ensuring up-to-date knowledge of insurance policies, and promotional offers. Executed clinical administrative policies per DHA guidelines.

Accomplishments

Awarded as Best Employee in Healthbay Clinic, 2016

Call Center Executive **Healthbay Day Surgery Center**

Dec 2014 - Nov 2018

Dubai

Managed inbound calls from patients and healthcare providers efficiently. Assisted patients with booking appointments, insurance inquiries and verification processes, ensuring seamless access to their healthcare services.

Resolved patient concerns by offering prompt solutions and empathetic support.

Collaborated with team members to streamline call handling processes, enhancing team efficiency.

Trained new staff on communication protocols and customer service standards.

Customer Service Executive

May 2014 - Nov 2014

Sitel India

Mumbai, India

Responded to customer inquiries via chat to provide assistance.

Responding efficiently and accurately to customers, explaining possible solutions, and ensuring that customers feel supported and valued.

Utilized internal software and tools to resolve customers' technical problems efficiently.

Handled customer complaints by providing effective solutions and recommending suitable alternatives.

Passed customer feedback to sales or product teams to make improvements on company offerings.

Education

Science - Certificate of Higher Education

St. Andrews College

2008 - 2008 India

Certifications

JCI accreditation certification, JCI accreditation certification in Healthbay Clinic, 2020