



MUHAMMED SUHAIL

Motivated BBA graduate in aviation and hospitality passionate about improving the quality of people's lifestyle through unsurpassed care and service. Seeking to leverage my experience and studies to empower the customer with in a people-driven organisation.

Contact

Phone

+971551712377

Email

mohammedsuhail5313@gmail.com

Address

Deira, Dubai

Education

2022

BBA in Aviation & Hospitality

Mangalore University

2019

PUC

BHSE, Kerala, India

Skills

- MS Office
- Communication Skills
- Customer Service
- Time Management
- Team Work
- Attention to Detail

Language

English

Malayalam

Experience

2022-2024

Aadhya Health Care, Bangalore, India

Customer Care Specialist

Roles & Responsibilities

- Guiding patients to the appropriate location with in the hospital.
- Scheduling appointments as per the schedule of doctors and informs patients accordingly.
- Registration of name, address, phone, place of employment, employment organization, insurance of patients in database.
- Strive to resolve customer inquiries, complaints with a first call resolution to increase customer satisfaction and retention.
- Review and verify insurance coverage, compute treatment charges and communicate this to the patient.
- Assisting patients with all aspects of insurance billing or payments and explains the terms and conditions of the insurance company.
- Managing room bookings and communicate this with concerned department.
- Coordination with other department for smooth working of the organization.
- Maintenance of files.