



DINI C A

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sharjah

PROFESSIONAL
QUALIFICATION

Core Competencies

- Office Administration & Management
- Front Desk & Reception Operations
- Medical Records Management (MRD)
- Appointment Scheduling & Coordination
- Insurance Claims Processing
- Cash Handling & Billing
- Data Entry & Documentation
- Customer Service & Client Relations
- Multilingual Communication

Technical Skills

- MS Office Suite
- Electronic Health Records Systems
- Basic Accounting
- Data Entry

Languages Known

- English
- Hindi
- Malayalam

Experienced Office Administrator

SUMMARY

Dedicated administrative professional with over 15 years of extensive experience in managing office operations, front desk responsibilities, and customer service. Skilled in healthcare administration, meticulous records management, cash handling, and insurance claims processing. Proficient in enhancing office workflows, ensuring precise documentation, and providing outstanding service in dynamic settings.

EDUCATION

Bachelor of Science in Zoology from Calicut University2006

Certified Professional Coder in Apprentice from AAPC 2024

WORK EXPERIENCE

Medical Receptionist/Administrative Assistant at Irinjalakuda Co-operative Hospital Ltd, Kerala, India — Jan 2008

- Oversaw comprehensive front office functions, including patient registration, appointment coordination, and management of visitor interactions.
- Ensured meticulous organization and confidentiality of medical records (MRD) while achieving 100% accuracy.
- Facilitated seamless processing of insurance claims, verifying coverage and resolving billing discrepancies effectively.
- Managed cash transactions for medical consultations, upholding detailed daily financial records.
- Acted as a liaison between physicians, patients, and insurance providers, enhancing operational efficiency.
- Developed and implemented a streamlined filing system that improved document retrieval speed by 30%.

Medical Coder Intern at Revenue Care RCM, Abu Dhabi, UAE

- Utilized ICD-10-CM and CPT coding methodologies to ensure precise medical billing.
- Reviewed and audited patient records for compliance and accuracy in documentation.
- Supported claims processing and assisted in the management of claim denials.

ADDITIONAL DETAILS

Visa Status

Holds a UAE Visit Visa, available for immediate employment.

Passport Information

Indian Passport Number: C9098188.

DOB: 16/05/1985