



# HISHAM SHARUBUDEEN

CUSTOMER SERVICE REPRESENTATIVE

📍 Hor Al Anz Street, Dubai, United Arab Emirates

📞 +971547764110

✉️ mdhisham31@gmail.com

## PERSONAL DETAILS

**Date of birth**  
31 Jul 1997

**Nationality**  
INDIAN

**Marital status**  
Single

## SKILLS

CUSTOMER SERVICE

COMMUNICATIONS

CLIENT CONFIDENTIALITY

TIME MANAGEMENT

CUSTOMER SATISFACTION

SALES

MEDICAL RECORDS

TYPING

## LANGUAGES

TAMIL

ENGLISH

## EDUCATION

**B.E/ ELECTRONIC AND  
COMMUNIACATION**  
M.I.E.T Engineering / India / 2019

## ABOUT ME

I am a dynamic Customer Service Representative with a Bachelor's degree in Electronics & Communication, bringing forth a valuable two-year tenure at Aster DM Healthcare. My expertise centers on enhancing customer satisfaction, adept time management, and maintaining strict client confidentiality. With skills sharpened in sales, medical records management, and proficient typing, I am committed to delivering outstanding service. I am keen to leverage my abilities to contribute to the success of your esteemed company.

## WORK EXPERIENCE

**ASTER DM HEALTHCARE**  
Dubai  
Jan 2022 - Present

### Customer service representative

- Facilitated patient registration and insurance form completion, ensuring all necessary documentation was accurately filled out.
- Directed patients to appropriate clinicians after assessing their concerns, in collaboration with nursing staff when necessary.
- Managed patient flow to various service counters, providing assistance as needed.
- Organized and maintained comprehensive patient records, including consent and payment forms.
- Communicated delays or changes in clinician availability to patients, upholding hygiene and service standards.
- Supplied and organized essential forms and stationery for front desk operations, adhering to organizational protocols.
- Upheld strict patient confidentiality, maintaining their privacy and dignity at all times.
- Handled incoming calls, efficiently routing them and addressing customer inquiries with accurate information.
- Coordinated appointment scheduling, handling phone and walk-in bookings, and managing cancellations and confirmations.
- Verified patient financial status and eligibility for health services, ensuring alignment with insurance and appointment records.
- Proactively confirmed next-day appointments via phone to ensure patient readiness.
- Liaised with the Insurance Coordinator for patient approval processes and insurance coverage verification.
- Maintained and managed medical records, both physical and electronic, ensuring timely filing and data accuracy.
- Utilized desktop publishing software to create documents, manage spreadsheets, and organize data effectively.

## REFERENCE

References available upon request