

## CURRICULUM VITAE

#523/1, Shivakrupa Nilaya,  
1<sup>st</sup> Main, 6<sup>th</sup> Cross,  
Opp: Kodanda Rama Temple Road,  
Doddanekkundi,  
Bangalore-560 037  
Mobile: 8050092977

LAVANYA. M

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### **CAREER OBJECTIVE:**

- To be part of a dynamic and challenging work group and contribute towards the growth of the firm there by enriching my knowledge.
- To interact with the people at various levels is my forte.
- To maintain good relationship with the customers, employer and fellow employees.
- To hold a responsible position which makes me involve in the overall business development and to be a part in the growth of the company.

### **EDUCATION:**

Graduation : Maharani's Arts and Commerce College for Women,  
Bangalore University.

PUC : Maharani's Arts and Commerce College for Women  
Bangalore University

### **ACADEMIC QUALIFICATION:**

Course	Year of passing
Graduation	2007 May
PUC	2003 April
SSLC	2000 March

### **PROFESSIONAL QUALIFICATION:**

Diploma in junior personal secretary's course,  
Davar's College Bangalore – 560 025

Tally 9 @NICT  
Bangalore – 560 037



## STRENGTH:

- ❖ Positive Attitude.
- ❖ Hard working to achieve my best.
- ❖ Practical in approach.
- ❖ Co-ordination Skill.
- ❖ Leadership quality.

## EXPERIENCE:

- ❖ Worked for **Manipal Hospital Bangalore**, as a **Senior Team Member** in **Corporate Relations Department (Front office)** since 18<sup>th</sup> October 2007 to 05<sup>th</sup> September 2013.
- ❖ Worked for **Manipal Hospital Bangalore**, as a **customer care co-ordinator** in **Fetal Medicine Department** since 13<sup>th</sup> August 2014 to 06<sup>th</sup> August 2015.
- ❖ Worked for **Rainbow Children's Hospital**, as an **Executive Customer Care Co-ordinator** in **OBG & Fetal medicine Department** since 17<sup>th</sup> August 2015 to 31<sup>st</sup> December 2015.
- ❖ Worked for **Modern Family Doctor** as a **Front Office Executive** since 02<sup>nd</sup> May 2016 to 05 January 2017
- ❖ Worked for **Jeevika Hospital** as **Customer Care Coordinator** since 10<sup>th</sup> April 2018 to 22<sup>nd</sup> September 2018
- ❖ Worked for **Max Bupa Health Insurance Co.Ltd.** as an **Assistant Manager – Claims Management** since 26<sup>th</sup> September 2018 to 31<sup>st</sup> May 2019 And
  - Re –Designated & Transferred to Branch Operations Service & Support as an Assistant Manager since 01<sup>st</sup> June 2019 to 21<sup>st</sup> September 2021
  - Re – designated & transferred to Partner servicing – retail as an assistant Manager since 22<sup>nd</sup> September 2021 to 07<sup>th</sup> November 2022

## JOB PROFILE:

### Manipal Hospital:

- Raising outpatient credit memos & Help desk for all the corporate related queries.
- Explaining/receiving the pre-authorisation forms from patients.
- Sending & receiving fax & mail from the TPA's/ Corporate.
- Co-ordinating with the TPA's & Companies for the cashless approval at the right time.
- Co-ordinating with the Pcc's, IP billing, Admission Counter, Cash Counter, & the patients for the admission & the discharge.
- Typing the obstetric & gyne report on time.



#### Rainbow Hospital:

- Co-ordinating with the patient & fixing up an appointment for consultation with doctor, Gyne & fetal medicine scanning.
- Typing the reports & releasing them on time.
- Booking the OT for the procedures.

#### Modern Family Doctor:

- Co-ordinating with the patient, fixing up an appointment for consultation & billing.
- Co-ordinating with the lab & getting the investigation report on time & informing the patient for further treatment.
- Maintaining the accounts of the petty cash for the entire month.

#### Jeevika Hospital:

- Co-ordinating with the consultants, duty doctors, & the lab technicians for Hassel free treatment.
- Explaining/receiving the pre-authorisation forms from patients.
- Co-ordinating with the TPA's & Companies for the cashless approval at the right time.
- Co-ordinating with IP billing, & the patients for the admission & the discharge.
- Booking the OT for the procedures

#### Max Bupa Health Insurance Co Ltd. :

- Point of contact for the Company & the hospital.
- Getting the claim processed for the cashless facility
- Co-ordinating with the doctors, nursing staff, billing desk, MRD to get the required document for the pre-approval & the final approval for the patients discharge or admission within the TAT.
- New business processing from application to issuance.
- Renewals processing
- Ensuring the business excellence through error free processing, end to end follow up for service request processing & provide the smooth business.
- Customers service, Complaints & escalations handling.
- Coordinating with internal stack holder for a smooth business.

#### **HOBBIES:**

- ❖ Listening music, playing badminton



## PERSONAL PROFILE:

Father's Name : Mariyappa. K  
Mother's Name : Leelavathi. S  
Date of Birth : 22<sup>nd</sup> July 1984  
Nationality : Indian  
Marital Status : Married  
Language Known : English, Kannada, Telugu & Tamil.

I am a quick learner and always demonstrate my eagerness to serve by my alacrity in executing the jobs filled on me.

I hereby declare that all the information given above is true to the best of my knowledge and belief.

**Date:**

**Place:** Bangalore

(LAVANYA.M)

