**SHASHIKALA S**

#8, Balaji layout, Nelaghedanahalli main road, Peenya, Bangalore: 560058

Email: [Shashi.solc@gmail.com](mailto:Shashi.solc@gmail.com) Mobile:9986957209

**Objective:** To utilize my skills and abilities and contribute effectively for the role. To be a vital resource in the growth of the company, in turn enhance my capabilities.

|  |  |  |
| --- | --- | --- |
| **Qualification** |  |  |
| **Course** | **Institution** | **Year of completion** |
| **B.COM** | BAPU EVENING COLLEGE | 2014 |
| **PUC** | BAPU PU EVENING COLLEGE | 2011 |
| **DIPLOMO IN ADMINISTRATIVE SCRETRIAL PRACTICE** | THE CAREER COLLEGE | 2007 |
| **S.S.L.C** | BEL SCHOOL | 2006 |
|  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Designation** | | **Organisation** | | **Duration** | |
| FRONT OFFICE EXECUTIVE CUSTOMER CARE EXECUTIVE | | SARASWATI INTERNATIONAL EDUCATION SOCIETY | | 1YEAR 6 MONTHS | |
| CUSTOMER SUPPORT EXECUTIVE | | TRANSACT GLOBAL | | 1YEAR 6 MONTHS | |
| CUSTOMER CARE EXECUTIVE | | COLUMBIAASIA HOSPITAL | | FROM 2014 TO 2017 | |
|  | |  | |  | |
| FINANCE ASSITANT | | COLUMBIAASIA HOSPITAL | | FROM JAN 2018 to DEC 2020 | |

**Responsibilities**

**As Customer Care Executive**

* Counselling and convincing Visiting Consultant Patient for admission.
* Preparing Re estimate for DAMA, ROT Cases.
* Cashiering and insurance processing.
* Attending patient queries.
* Inpatient billing process and handling of billing queries.
* Daily Revenue reports updating.
* Preparing estimates for surgery.
* Preparing debtors reports for the month.
* Preparing discharge tracking of the Inpatients.
* Checking on daily outstanding reports.
* Checking on doctors charges on daily basis.
* Preparing monthly Rota and manning the team
* Training the new Joiners for the process of good performance of the service

**As Finance Assistant**

* Co-Coordinating with patient and TPA’s regarding approval Amount and final settlement.
* Dispatching the document to TPA’s with proper approvals.
* Payments follow up with TPA’s and queries raised for shortfalls.
* Reconciliation against the bill raised and the payment received.
* Sending the outstanding payment summary with bill details for payment on Monthly basis to all TPA’s.
* Preparing reports to head office, twice in a month with TPA wise summary report.
* Follow up with corporate company’s timely basis for payments according to the agreed credit terms and period.
* Attending all closure meetings for discussion with management.

**Computer Knowledge:**

* Knowledge of Outlook and Mail Services.
* Knowledge of MS Office, Excel.

**Skills & Product Knowledge:**

* Entry all data in any software
* Maintaining & Administration of Data entry
* All Version of Microsoft Office Products
* Excellent Typing Speed

**Accolades**

* Awarded Employee of the month for Customer care Department and Finance department TWICE.

**Personal Information**

* Name : SHASHIKALA S
* Marital status : MARRIED
* Date of Birth : 7/09/1990
* Languages Known : English, Hindi, Kannada, and Telugu & Tamil.

Place:Bangalore Signature

Date: