

AMRITA CHATTERJEE

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Asansol ,West Bengal 713301

PATIENT WELFARE

Dedicated and compassionate Patient Welfare Executive committed to enhancing the quality of healthcare services and ensuring the well-being of patients. Seeking to leverage expertise in patient advocacy, resource coordination, and healthcare administration to contribute positively to a dynamic healthcare organization. Passionate about promoting patient-centric care, fostering strong relationships with healthcare providers, and implementing innovative strategies to optimize patient experiences and outcomes.

KEY COMPETENCIES

Patient support services	Resource Coordination Excellent	Investigation Skills
Patient Education	Quality Improvement	Mediation and Conflict Resolution
Patient Advocacy	Grievance Resolution	Continuous Improvement

PROFESSIONAL EXPERIENCE

AIG HOSPITALS (Asian Institute Of Gastroenterology) Patient Welfare Executive

Jan 2024 - Present

As a Patient Welfare Executive, i will play a crucial role in ensuring the well-being and satisfaction of patients within our healthcare organization. My primary responsibility will be to advocate for patients' rights, needs, and preferences, while coordinating resources and support services to enhance their overall experience.

SANJEEVANI NURSING HOME Billing & Accounts Executive

Jan 2022 - Dec 2023

As a Billing & Accounts Executive my responsibility was Invoicing and Billing , Accounts Receivable Management , Expense Management ,Compliance and Audit Support.

BPO CONVERGENCE Customer Care Executive

Aug 2019- Oct 2020

As a Customer Care Executive in a Business Process Outsourcing (BPO) environment, my primary responsibility is to provide exceptional customer service and support to clients or customers of the company. Responding to Inquiries, Issue Resolution, Providing Information and Assistance ,Customer Advocacy, Handling Complaints and Feedback, Quality Assurance.

EDUCATION

Bachelor of Business Administration
Majors: Human Resource
Bidhan Chandra College Asansol

High Secondary
Mejor : Commerce
Santinagar Vidyamandir Burnpur

CERTIFICATION

Graduate Project Management Certification
Steel Authority Of India (SAIL)

Industrial Visit 1-Day Short Course Certification
Parle Biscuit Pvt. Ltd.

Tally 5.4 & 7.2 Certification
Techno Soft Pvt. Ltd.