**Arokia John**

**Sales Executive- Home Healthcare Service - Max Hospital Saket**

T B Hospital, Delhi

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Email me on Indeed: [indeed.com/r/Arokia-John/555fb40c7e57028f](https://www.indeed.com/r/Arokia-John/555fb40c7e57028f)

To Work in a challenging environment with excellent growth prospects.

**Work Experience**

**Sales Executive- Home Healthcare Service**

**Max Hospital Saket**

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March 2017 to Present

• Meetings patients and fulfill their requirements.  
• Providing Services at home (Nursing, Physiotherapy, sample collections, Doctor's visit, Diagnostic services and medicines)  
• Maintaining Data of the services provided.  
• Meeting daily Internal HOD doctors and Nursing Supervisors.

**Corporate Executive**

**Max Hospital Saket**

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June 2014 to March 2017

• Dealing patients from Corporate's, PSU's & Embassy's.  
• Coordinate with sales team  
• Maintain daily discharge revenue report  
• Internal coordination with various departments  
• Handled the tasks of dealing with customer quires  
• Helping corporate clients during admission & discharge for smooth process.  
• Responding to patient queries via phone, e-mail and in writing.

**Front office assistant Supervisor**

**Fortis Hospital Vasant Kunj**

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2012 to 2014

• Co-ordination with patients in both OPD & IPD  
• Admission and discharge process  
• OPD billing  
• Issuing stationary materials to employees  
• Provide estimate to the patients  
• Coordination with various TPA for patient's approval and queries,  
Supervising all OPD bills, Prepare Staff Roaster.

**Patient care Executive**

**Max Hospital Saket**

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2011 to 2012

• Booking appointments  
• Admission and discharge process  
• OPD billing  
• Handling patients queries

**Customer care representative**

**Serco BPO Pvt. Ltd**

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2007 to 2008

• Handling customer inquiries, complaints  
• Update existing customer information  
• Enter new customer information into system  
• Produce call reports

**Education**

**CBSE**

**Don Bosco Technical Institute**

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New Delhi, Delhi

2007

**Additional Information**

Key Skills:  
• Good customer handling skill  
• Able to handle patients  
• Ability to perform under pressure and stressful conditions.