



# RENITA D'SOUZA

Administration & Accounts Coordinator | Front Office Operations | Customer Service

Administration and Accounts professional with over three years of experience supporting healthcare and corporate operations through efficient front office management, accounting coordination, and customer service. Holds both Bachelor's and Master's degrees in Commerce, with hands-on expertise in billing, insurance processing, financial record maintenance, and client interaction. Demonstrates strong organizational judgment, accuracy in financial handling, and the ability to manage multiple administrative functions in fast-paced environments while maintaining confidentiality and service quality.

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## WORK EXPERIENCE

### FRONT OFFICE COORDINATOR

**Unity Hospital, Mangalore**

March 2023 – September 2025

- Managed front office operations including patient registration, appointment scheduling, billing, and discharge coordination while ensuring a professional and welcoming environment.
- Handled billing procedures, insurance verification, and claim documentation to support timely payments and compliance with hospital policies.
- Processed invoices, monitored payment collections, and maintained accurate financial and patient records with strict confidentiality.
- Prepared daily and monthly administrative and financial reports to support hospital management decision-making.
- Coordinated internal communication between departments to streamline administrative workflows and reduce service delays.
- Responded to patient and visitor inquiries, resolving concerns efficiently and enhancing overall patient experience.

### CUSTOMER SERVICE AGENT

**24/7.AI, Bangalore**

October 2022 – February 2023

- Handled customer interactions via chat and support channels, accurately understanding concerns and providing appropriate solutions.
- Delivered detailed information regarding products, services, pricing, policies, and account-related inquiries.
- Resolved customer complaints by identifying root causes and coordinating suitable resolutions in line with company guidelines.
- Maintained accurate records of customer interactions and transactions within CRM systems.
- Ensured high service standards through professional communication and adherence to quality benchmarks.
- Supported customer retention by maintaining clarity, responsiveness, and service consistency.

### ACCOUNTS ASSISTANT

**S K Trading Company, Mangalore**

November 2021 – October 2022

- Recorded daily POS sales, accounts payable, and accounts receivable transactions using Tally Prime with a high level of accuracy.

## CORE COMPETENCIES

- Administrative Operations Management
- Accounts Payable
- Billing and Insurance Processing
- Accounts Receivable
- Financial Records and Reconciliation
- Reception Operations
- Customer Service and Client Coordination
- Documentation
- Hospital Administration Support

## EDUCATION

### Master of Commerce

Karnataka State Open University, Muktha Gangothri, Mysore | 2022 – 2025

### Bachelor of Commerce

Autonomous St. Agnes College, Mangalore | 2018 – 2021

### Pre-University Course

St. Sebastian Pre-University College, Mangalore | 2016 – 2018

## PROFESSIONAL SKILLS

- Microsoft Office Suite (Word, Excel, Outlook)
- Tally Prime
- Hospital Management Systems
- Accounting
- Bookkeeping
- Invoice Processing
- Reconciliation
- CRM and Customer Service Tools
- Insurance Verification
- Claims Support
- Report Preparation
- Data Accuracy
- Order Processing
- Transaction Handling

## LANGUAGES

- English
- Hindi
- Kannada
- Konkani

- Maintained general ledger accounts and performed regular bank reconciliations to ensure reliable financial reporting.
- Processed journal entries, monitored cash flow, and managed bank transactions through systematic data recording procedures.
- Supported month-end and year-end closing activities, ensuring timely preparation of financial statements.
- Generated detailed financial reports and ledger analyses for management review and audit readiness.
- Handled customer billing transactions, returns, exchanges, refunds, and payment adjustments while addressing customer concerns professionally.

## DECLARATION

I hereby declare that the information provided above is true and accurate to the best of my knowledge. Additional details can be provided upon request.

**Renita D'Souza**

