



# VIDHYA V

Front Office Executive | Administrative Professional | Accounts & Operations Executive

Experienced administrative professional with over four years of hands-on experience in hospital front office operations, healthcare administration, and financial services. Possesses a strong background in patient coordination, medical billing, appointment management, customer interaction, and branch operations. Holds a Diploma in Hospital Administration and a Bachelor's degree in Commerce, enabling a balanced understanding of both healthcare workflows and financial processes. Known for maintaining accuracy, confidentiality, and calm professionalism in high-volume environments while supporting medical teams, patients, and clients. Demonstrates consistent reliability, clear communication, and a practical approach to ensuring smooth daily operations within healthcare and corporate settings.

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## WORK EXPERIENCE

### Front Office Executive

**G G Hospital, Murinjapalam, Trivandrum, Kerala, India**

December 2023 – December 2025

200+ bedded super speciality hospital with an average OPD footfall of 700+ patients per day

- Managed daily front office activities to ensure smooth patient movement and coordinated service delivery across departments
- Handled patient registration, appointment scheduling, billing, and discharge procedures using hospital management systems
- Prepared and processed Form C documentation for international patients, including admission and bystander accommodation
- Maintained accurate patient records while following hospital policies related to data privacy and confidentiality
- Addressed patient and visitor inquiries with professionalism, ensuring a supportive and organized front office environment
- Provided administrative support to doctors and nursing staff through documentation, reporting, and coordination tasks

### Branch Executive

**Lokanethra Finance, Kerala, India**

2020 – 2021

- Handled day-to-day branch operations including cash transactions, account maintenance, and customer servicing
- Processed and verified personal, business, and gold loan applications in line with internal policies and regulatory requirements
- Managed account openings, KYC verification, and customer documentation with consistency and accuracy
- Supported promotion of financial products such as loans, deposits, and insurance services
- Prepared daily operational and transaction reports, tracking collections and outstanding payments
- Coordinated with regional teams for audits, compliance reviews, and operational follow-ups

## CORE COMPETENCIES

- Front Office & Reception Operations
- Hospital Administration
- Patient Registration & Appointment Management
- Staff Assistance
- Medical Billing & Cash Handling
- Financial Documentation
- Process Coordination & Workflow Support
- Team Coordination
- Operational Reporting & Documentation

## EDUCATION

### Diploma in Hospital Administration

International School of Skill Development, Kochi, Kerala, India | 2023

### Bachelor of Commerce

S N College, Chathannoor, Kerala, India | 2013

## PROFESSIONAL SKILLS

- Hospital Front Office Management
- Administrative & Office Coordination
- Insurance Documentation & Claims Support
- Branch Operations & Cash Management
- KYC Verification & Compliance Assistance
- Customer Relationship Handling
- Multitasking in High-Footfall Environments
- Medical Records Management & Archiving
- Professional Communication & Correspondence

## COMPUTER SKILLS

- MS Word
- MS Excel
- MS PowerPoint
- Ellider HMS – Hospital Management Software
- Primato HRMS – HR Management Software
- Windows and Linux Operating Systems

## PERSONAL DETAILS

- Nationality: Indian
- Date of Birth: 25 April 1992
- Gender: Female
- Marital Status: Married
- Passport Number: X7191475
- Languages: English, Hindi, Malayalam, Tamil