

GAYEL ATHINA DSILVA

Senior Administration & Customer Relations Professional

I am a dedicated administration and customer relations professional with over seven years of experience spanning healthcare, travel, and administrative sectors across multicultural environments. My career journey has equipped me with comprehensive expertise in patient billing operations, insurance coordination, office administration, and CRM management. I thrive in fast-paced settings where compassionate service delivery meets operational excellence. What drives me is the opportunity to streamline processes, enhance patient experiences, and contribute meaningfully to organizational success through proactive problem-solving and clear communication.



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CORE COMPETENCIES

- Healthcare Administration & Patient Relations
- Insurance Coordination & Pre-Authorization
- Process Improvement & Documentation
- Medical Billing & Claims Processing
- CRM & Data Management
- Operations & Office Administration
- Customer Service Excellence
- Team Collaboration & Stakeholder Communication
- Appointment Scheduling & Coordination
- Sales Support & Business Development

WORK EXPERIENCE

Senior Admin / Customer Relation Officer

Emirates Hospitals Group

December 2025 – Present

Dubai, UAE

- Manage the complete patient billing cycle, ensuring all charges for consultations, procedures, and diagnostics are accurately captured and verified against provided services.
- Process and coordinate insurance approvals by submitting pre-authorization requests, maintaining clear communication with providers, and diligently tracking approval statuses to prevent treatment delays.
- Handle patient registration by collecting comprehensive demographic and insurance information, verifying required documents, and ensuring full compliance with hospital policies and regulatory standards.
- Maintain data integrity by consistently updating patient records, insurance details, and billing information within the hospital management system.
- Assist patients with billing and insurance inquiries, explaining coverage details, payment responsibilities, and hospital procedures with professionalism and empathy.
- Coordinate with doctors, nursing staff, and internal departments to optimize patient flow, ensure service readiness, and significantly reduce waiting times.

Senior Admin / Customer Service Executive

Aster DM Healthcare

April 2021 – September 2025

Dubai, UAE

- Delivered a warm, patient-focused service experience, ensuring all interactions were handled with professionalism and care to foster a positive healthcare environment.
- Managed billing procedures and processed insurance claims accurately, adhering strictly to company policies and insurer guidelines.
- Coordinated appointment bookings via phone and email, efficiently addressing patient inquiries and scheduling needs.
- Communicated with patients to understand their requirements and guide them appropriately regarding the services available.
- Organized and managed doctors' schedules, including appointments, meetings, and leave planning to ensure smooth clinical operations.
- Addressed patient concerns and complaints calmly, ensuring timely and effective resolution to maintain high service standards.

Sales Coordinator

Riya Tours and Travels India Pvt Ltd

July 2019 – October 2020

Mangalore, India

- Developed and implemented effective sales strategies, contributing directly to revenue growth and market presence.
- Prepared and analyzed departmental performance reports, providing management with actionable insights for strategic planning.
- Managed and updated the CRM system, ensuring accurate customer data and effective sales tracking for informed decision-making.
- Supported marketing and sales teams by coordinating essential administrative and operational tasks.

- Monitored market trends, tourism updates, and competitor activities to identify new business opportunities and maintain a competitive edge.
- Supervised daily operational activities and monitored team performance to ensure departmental sales targets were consistently met or exceeded.

Administrative Staff

Dataqueue Systems

May 2018 – May 2019

Mangaluru, India

- Provided comprehensive administrative support to ensure the smooth and efficient execution of day-to-day office operations.
- Handled incoming calls, scheduled meetings, and welcomed visitors, creating a professional and welcoming first impression.
- Implemented and maintained office policies and procedures to improve overall operational efficiency.
- Managed professional correspondence through phone, email, and written communication, ensuring clarity and accuracy.
- Prepared periodic reports and documentation for management review, supporting informed decision-making.
- Organized and maintained systematic filing systems for both physical and digital records, ensuring easy retrieval of information.

EDUCATION

Bachelor of Commerce | 2018 | Padua College of Commerce & Management, Mangalore University

Grade XII | 2015 | Padua Pre-University College, Mangalore, India

Grade X | 2013 | St. Martha's High School, Karnataka, India

CERTIFICATIONS

- Train the Trainer (TTT) Certification
- Effective Public Speaking
- Higher Diploma in Computer Applications

AWARDS

- Extra Mile Award
- Customer Service Award for Service Excellence
- Annual Award Winner of Highest Appreciation

KEY ACHIEVEMENTS

- Improved patient satisfaction levels by delivering prompt and professional front-desk and billing support, fostering trust and loyalty.
- Enhanced CRM data accuracy by consistently updating and organizing customer records, enabling better reporting and analysis.
- Streamlined appointment scheduling and reduced waiting time through efficient coordination and system updates, improving patient flow.
- Supported the achievement of departmental sales targets through effective coordination, reporting, and team collaboration.

PROFESSIONAL SKILLS

- **Healthcare Operations:** Patient Registration, Medical Billing, Insurance Verification, Pre-Authorization, Claims Processing, HIS & Lifetime Systems
- **Administration:** Office Management, Records Management, Scheduling, Policy Implementation, Report Preparation, Inventory Management
- **Customer Service:** Client Relations, Query Resolution, Patient Advocacy, Service Excellence, Complaint Handling
- **Management:** Operations Management, Business Development, People Management, Strategy Implementation, Sales Management
- **Technical:** MS Office Suite (Word, Excel, PowerPoint, Access), Outlook & Mail Management, Internet Applications, CRM Systems
- **Core Skills:** Creative Thinking, Decision-Making, Leadership, Adaptability, Problem-Solving, Time Management, Detail Orientation, Team Motivation, Working Under Pressure

LANGUAGES

English: Proficient, Malayalam: Fluent, Hindi: Fluent, Kannada: Native, Konkani: Fluent, Tulu: Advanced

PERSONAL DETAILS

- **Date of Birth:** 16/12/1997
- **Nationality:** Indian