



RIJO RAJAN

Administration Executive | Customer Service Professional | HR Management

Organized administration and customer service professional with extensive UAE experience in front-office operations, patient services, client handling, administrative coordination, insurance processing, and HR support. Skilled in managing high-volume tasks, improving workflows, and delivering excellent service through strong communication, multitasking, and problem-solving abilities. Proven record of enhancing customer satisfaction, streamlining processes, and supporting quality and compliance standards.

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PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE CLERK / ADMIN

Medisense Clinic

09/2023 – 08/2026

Duties & Responsibilities

Dubai, UAE

- Managed patient registration, appointment scheduling, call handling, payment processing, and front-office operations to ensure smooth service delivery.
- Processed cash, card, and POS transactions accurately while maintaining secure cash handling and compliance with financial procedures.
- Maintained accurate payment, billing, cash, and patient records, ensuring data integrity, confidentiality, and adherence to UAE healthcare standards.
- Coordinated billing activities, insurance eligibility checks, approvals, and DHA e-claim submissions with 98% accuracy.
- Assisted patients and clients with billing and payment queries, providing clear information and resolving concerns through effective follow-up.
- Supported KPI monitoring for front-office performance, service quality, payment processing, and patient-handling efficiency.
- Prepared daily operational reports including patient counts, cash and billing summaries, and sales updates, improving reporting efficiency by 25%.
- Resolved customer complaints promptly, achieving a 95% issue-resolution rate through effective follow-up and customer service.
- Assisted with internal audits, documentation, quality protocols, and compliance reporting to support continuous improvement.

ADMINISTRATIVE OFFICER

Travancore Trading Institute

09/2019 – 08/2023

Duties & Responsibilities

Kerala, India

- Prepared statistical reports, attendance summaries, student numbers, and departmental data with strong accuracy.
- Maintained accurate payment, billing, cash, and student records, ensuring data integrity and confidentiality.
- Managed student life cycle including registrations, admissions, transfers, and graduation documentation.
- Performed data entry, record maintenance, file management, and document control tasks.
- Handled administrative operations, correspondence, office coordination, and internal communication.
- Maintained smooth workflow in a high-demand academic environment, handling multiple tasks under pressure.

HR ASSISTANT

The Emerald Isle (Heritage Resort)

05/2014 – 08/2019

Duties & Responsibilities

Kerala, India

- Maintained and updated employee records, personnel files, and attendance logs in both soft and hard copies.
- Drafted internal communications including letters, memos, and email correspondence.
- Monitored employee attendance, punctuality, and coordinated payroll data submission.
- Supported HR documentation, recruitment assistance, onboarding, and administrative duties.
- Assisted in organizing employee engagement activities and maintaining HR databases.
- Provided clerical support to the HR team and ensured timely completion of routine tasks.

HR LIAISON OFFICER

Supreme Support Services, ISAF Base (NATO)

05/2011 – 01/2014

Duties & Responsibilities

Kandahar

- Communicated HR policies, procedures, and company guidelines across departments and staff levels.
- Conducted employee orientation programs and onboarding for new hires.

- Resolved employee concerns, managed conflicts, and acted as liaison between staff and management.
- Assisted with HR functions including documentation, record updates, and personnel support.
- Ensured transparent communication and smooth HR operations in a high-security international environment.
- Maintained confidentiality and compliance with organizational and international standards.

BANQUETS COORDINATOR

The Muthoot Plaza (5-Star Hotel)

06/2007 – 04/2011

Duties & Responsibilities

Kerala, India

- Established and improved the hotel's reputation by offering personalized service as per standard operating procedures.
- Attended all telephone calls using clear and professional language, following appropriate telephone etiquette.
- Assisted with typing of banquet and sales correspondence, including answering mail, confirming banquet arrangements, menus, BEO, FP, and memos.
- Composed, published, and distributed Banquet Event Orders (BEO) and Banquet Function Plans (FP) to all department heads and involved personnel.
- Studied requirements of all booked banquets and functions to familiarize and ascertain the possibility of selling additional facilities to produce extra revenue.
- Ensured all administrative documents were prepared for the hotel sales team.
- Acted as a liaison between all related hotel departments and host of the function.
- Maintained departmental reports and procedures.
- Maintained all client information and folders.

EDUCATION

Bachelor's Degree in Hotel Management (BHM – 4 Years)

Srinivas Group of Colleges, Mangalore University, 2003 – 2007

TRAINING & CERTIFICATIONS

IOSH Certified

ISO 9001:2015 Internal Auditor

ISO 45001:2018 Internal Auditor

Introductory Award in Health & Safety – British Safety Council

Fire Extinguisher & Fire Warden Training – ATCO Frontec Europe

First Aid Training – Supreme Group

Employee of the Month – Supreme Group

KEY SKILLS

Customer Service | Administration | Front Desk Management | Patient Coordination | Client Relationship Management | Office Operations | Record Management | Appointment Scheduling | Insurance Processing | E-Claims Submission | Billing & Invoicing | Call Handling | KPI Monitoring | Data Entry & Documentation | Problem Solving | Time Management | MS Office | Team Collaboration | Cash Handling | Payroll | HR Management

CORE COMPETENCIES

Front-Office Operations | Patient Services | Administrative Coordination | Insurance Processing | HR Support | Customer Relationship Management | Billing & Invoicing | Record Management | Appointment Scheduling | KPI Monitoring | Compliance Reporting | Data Entry | Cash Handling | MS Office | Team Collaboration | Problem Solving | Time Management | Communication

DRIVING LICENSE DETAILS

UAE Driving License – Light Vehicle (Automatic) - Valid Until 18/02/2028

ADDITIONAL INFORMATION

- Nationality: Indian
- Date of Birth: 06/03/1985
- Languages: English, Hindi, Malayalam, Tamil