

**SHABRISH S**  
# 2368/1 NEW KANTHARAJA URS ROAD K G KOPPAL, MYSORE  
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### OBJECTIVE

Seeking an entry-level **Duty manager or Billing manager** that requires strong administrative support and computer operations skills.

### PERSONAL SUMMARY

A highly competent, motivated and enthusiastic person with experience of working as part of a team in a busy office environment. Well organized, productive and flexible person. Approachable, well presented and able to establish good working relationships with a range of different people.

Highly resourceful, energetic and competent possessing a proven ability to deal with all aspects of front and back office duties and able to handle competing demands professionally and efficiently. Knowledgeable in front office, admin and quality department.

### WORK SUMMARY

- Currently working as IP billing co-ordinator from one year and also gained four years of experience as **MOD ( Manager on Duty and Emergency Incharge)** at APOLLO BGS HOSPITALS ( 250 Bedded Hospital), MYSUR. More than three years of experience in OP billing. One year **billing clerk at Outpatient department**.
- K.R. Hospital ( 125 Bedded Hospital) Bangalore, has gained four years of experience in the Reception aspects like, **Admissions of in Patients, Billing of outpatients, to attend a phone calls**. Fix the appointment of patient to consult the doctor.
- I also had an experience in GLOBAL HOSPITAL, Bangalore (500 Bedded Hospital) as **Executive Front office, Billing and Insurance**, in the department of Administration at BGS Global Hospitals of 5 months.

### MANAGER ON DUTY WORK SUMMARY

- To receive the patient with a smile and explain about the admission guidelines.
- To visit every patient, enquire about his or her needs every day.
- To keep the ambience neat and tidy.
- To attend to phone calls To co-ordinate with other departments in attending to the patient's needs .
- To inform cross referrals/ review to OP secretaries as mentioned in the communication book.
- To keep the VIP co-ordination team informed on the status of reference patients to arrange for transport while sending the patient for various investigations To collect all laboratory / radiology reports according to the TAT To obtain billing clearance before the patient is taken up for surgery.
- To send the updated billing cards to the billing department for the patients who are for Discharge. To co-ordinate with the Primary team / ward resident to finalize the discharge summary To explain the discharge guidelines/ insurance formalities to the patient and family

- To check the discharge intimation/ checked out status in the system and ensure hospital bills are settled and inform the Nurse to handover the discharge summary and the reports to the patient.
- To co-ordinate with Ambulance department if the patient needs ambulance for transportation.
- To collect the Customer feedback and forward it to Guest Relations department for analysis.
- To participate , contribute and be aware of the departmental quality initiatives and performance To carryout data collection/support in data collection.
- To adhere to the safety norms of hospital, follow both patient, and staff safety rules.
- To perform any job / task as assigned by the superior.
- To follow death protocol for expired patients. Primary Location

## ACHIEVEMENTS

- ✓ Got Spot light award two times in 2017.
- ✓ State level sports champion.
- ✓ Attending Disaster Management program in Holdsworth memorial hospital.

## SKILLS

- A well determined person to learn and accept responsibilities, dynamic, a confident, persistent, determined, motivated, well oriented and honest person, also flexible to work under pressure.
- Can work with less supervision, competent and hard working.
- Can speak and write **KANNADA, ENGLISH, TELGU AND TAMIL** very well
- Answers all incoming calls and makes outgoing calls.
- Report directly to the Operation Manager.
- Assists vice president with various quality tasks
- Update the meetings and appointments.
- Perform other duties assigned by the operation Manger.
- Effectively handle and manage confidential and sensitive information and documents.
- Co-ordinate and communicate with the Consultant, Sub-Contractors, and Suppliers.
- Check and answers to all emails and letters received.
- Responsible in making correspondence, material submittals, queries
- Monitor the use of office supplies.
- Assists and follow ups the customer's queries.
- Maintain proper filing and distribution of documents..
- Keeps an easy accessible filing system and safekeeping of official documents.
- Create and update the excel spread sheet.
- Assisting the quality manager with monthly statistics, quality indicators, turn around time and follow ups.
- Created power point presentations for executive quarterly reviews.
- Assume responsibility of budgeting and monitoring expenses.
- Ensure all records are kept properly and consistently
- Review and prepare reports for senior management
- Handling International Patients.
- Co-ordinate for Transplant plant team till end, Financial counseling, bed booking, etc.,

## ACADEMIC QUALIFICATIONS

Degree Certificate	College/University	Year of passing	Division/class/grade
SSLC	St.Mira's High school, Bangalore	2003	Second class
PUC	Junior PU College, Kolar	2005	Third class

## Experience:-

- Currently working as IP billing co-ordinator from 10 months and also gained four years of experience as **MOD ( Manager on Duty and Emergency Incharge)** at APOLLO BGS HOSPITALS ( 250 Bedded Hospital), MYSUR. More than three years of experience in OP billing. One year **billing clerk at Outpatient department**.
- K.R. Hospital ( 125 Bedded Hospital) Bangalore, has gained four years of experience in the Reception aspects like, **Admissions of in Patients, Billing of outpatients, to attend a phone calls**. Fix the appointment of patient to consult the doctor.
- I also had an experience in GLOBAL HOSPITAL, Bangalore (500 Bedded Hospital) as **Executive Front office, Billing and Insurance**, in the department of Administration at BGS Global Hospitals of one year.
- Attending incoming and outgoing calls, taking messages and guiding them to accord accurate information.
- Checking faxes and e mails.
- Responsible in scanning, typing and printing of any important documents.
- Making correspondence.
- Handling complaints.
- Keeping in touch always in the production department
- Handling cash.
- Monthly meetings with the administrators and co-workers
- Participating in all school activities actively.
- Performing the assigned task from the administrators and done it well.
- Attending seminars and trainings for up gradation.

## Soft Skills

- **Basics:-** MS Office, MS Excel, Computer skills for Securities, English Typing and Internet .

## Personal Details:-

- ❖ **Date of Birth:-** 30<sup>th</sup> April, 1985
- ❖ **Civil Status :** Married
- ❖ **Address:-** # # 2368/1 NEW KANTHARAJA URS ROAD K G KOPPAL, MYSORE
- ❖ **Telephone:-**9980090090
- ❖ **E-Mail Id:-** vani.shine88@gmail.com
- ❖ **Language known:-** Kannada, English, Telgu and Tamil
- ❖ **Interested Field:-** Attending Training, Attending Seminars, Visited company for skill development activity, Typing etc.,

I am keen to continue my career and prepared to work hard in order to achieve my organization objectives and I hereby declare that the information furnished above is true to the best of my knowledge.

Respectfully yours

SHABRISH S