

SP

Sangeetha Panigrahi

Professional Summary

Organized Patient Service Representative with detail-oriented and proactive relationship-building skills. Enthusiastic about helping patients get necessary medical support by obtaining authorizations, scheduling procedures and coordinating paperwork. Skilled at coordinating busy offices and maintaining professionalism in stressful situations.

Work History

OMNI RK Multi Specialty Hospital - Customer Service Executive

Visakhapatnam, India

06/2024 - Current

- Provided company information and policies to customers upon inquiry and answered questions via phone, email, or online chat.
- Enhanced customer satisfaction by promptly addressing inquiries and resolving issues.

OMNI RK Multi Specialty Hospital - Patient Service Representative, Ip Billing,

Visakhapatnam, India

06/2022 - 06/2024

- Provided exceptional customer service to patients, answering questions and addressing concerns
- Assisted patients in filling out check-in and payment paperwork
- Verified insurance eligibility and coverage
- Assisted with insurance verification tasks, ensuring accurate billing and timely reimbursement for services rendered
- Collaborated with clinical staff to coordinate care plans, resulting in improved patient outcomes.

Ramanujan Institution - Computer Operator

01/2017 - 01/2019

- Assisted in the efficient daily operations of the computer systems division
- Planned and carried out daily tasks as directed by management
- Took appropriate follow-up actions on all pending customer queries.

Institute of Genetics & Hospital for Genetic Diseases - Junior Researcher

01/2012 - 03/2016

- Worked as an intern in the Modular Biology project
- Computer Application & Instrumental Techniques Molecular biology and protein techniques Cell & Molecular Biology Plant cell and Tissue culture.
- DNA separation techniques with coding amplification

Languages

English:

Telugu:

Hindi:

Odiya:

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📍 Visakhapatnam, AP 530002

Skills

- Microsoft Office Skills
- Time Management
- Scheduling appointments
- Insurance verification
- Medical Billing and coding
- Appointment Scheduling
- Patient confidentiality
- Payment Collection
- Office Administration

Education

Berhampur University

Berhampur

M.Sc Biotechnology: M.sc

Biotechnology