

Resume

Name: Ekta

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CAREER OBJECTIVE

To secure a challenging position in a reputable organization to expand my learning, knowledge, and skills.

CORE COMPETENCIES

• Patient Satisfaction	• Quality in Healthcare	• Customer Service
• Consent, Reporting and Documentation	• Hospital Information System	• Soft Skills & Communication
• Hospital policies and procedures	• Third Party Administration	• Biomedical Waste Management
• Safety & First Aid	• Basics of Computer	• Hospital Departments

KEY RESPONSIBILITIES

- Serves as an initial contact for patients, families, visitors, staff, and faculty, for the Patient Relations Department.
- Performing the initial intake for all incoming issues (including patient grievances/complaints and contacts from staff).
- Managing complaints and other cases with low to moderate complexity, triaging cases to appropriate staff, assisting staff/faculty with general inquiries.
- Supporting project work within the department, and any other functions required by the Director and department.
- Prioritize assisting internal and external customers above all other duties.
- Carefully document all triage decisions and case management into the departmental database.

ACADEMIC DETAILS

Course/Class	School/College	Board/University	Passing Year
BPT	NIMS, Jaipur	NIMS	2018
XII	Holy Cross	CBSE	2013

X	Krishna Model	CBSE	2011
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PROFESSIONAL QUALIFICATION

Course	Institute	Year
Certification in Patient Relations Associate	GD Goenka Healthcare Academy	2022

COMPUTER SKILLS

MS Word

MS PowerPoint

MS Excel

EXPERIENCE

2.5 years' experience in Orthocare Hospital as a Physiotherapist

6 months experience with Narayana Hospital as doctor coordinator .

HOBBIES

- Traveling
- Playing Basketball
- Listening to music

PERSONAL DETAILS

- Date of Birth - 20/05/1996
- Husband's Name – Mr. Ashish Kush
- Languages known – English, Hindi
- Marital Status - Married

- Nationality – Indian
- Address – House no 2571, Opposite Atlanta Park, Sector 2, Faridabad,
PIN Code- 121004