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QUALIFICATIONS

- Master of Social Work, St Philomena College, Puttur Mangalore India [April 2013-2015]
- Bachelor of Arts St Agnes College, Mangalore, India [May 2009- 2013]

COMPUTER KNOWLEDGE

- Microsoft Word / Excel /Tally
- PowerPoint

PROFESSIONAL SKILLS

- Analytical thinking and planning
- Organization skills
- Team Player and problem solver
- Strong communication skills
- Time management
- Ability to meet deadlines
- Excellent client relations
- Highly Patience Level

LINET D SOUZA

CUSTOMER SERVICE EXECUTIVE / PATIENT CARE
COORDINATOR / BILLING EXECUTIVE / MEDICAL SOCIAL
WORKER

Summary

Experienced professional in healthcare, skilled in customer service, patient coordination, billing, and social work. Expert at handling patient inquiries, resolving issues, and ensuring smooth service. Strong in coordinating care, helping patients navigate healthcare systems, and managing billing and claims. Good at communicating with patients, doctors, and insurance companies. Knowledgeable in medical protocols, privacy rules, and patient challenges. Committed to providing empathetic and efficient support while following healthcare guidelines.

1. **White Knight Janitorial Services – Vancouver – Canada (March 2024 – January 2025)**

Position – Office Admin – Surrey BC - Canada

- Answering phone calls and responding to emails from clients, vendors, and employees.
- Scheduling meetings, appointments, and managing calendars for managers and staff.
- Filing and maintaining client records, service contracts, and employee files.
- Communicating with clients to understand their cleaning needs and coordinating services.
- Sending invoices and tracking payments.
- Ordering and managing cleaning supplies, equipment, and other office necessities.
- Managing staff schedules, payroll, and employee records.

2 **ASTER JUBILEE CLINIC – DUBAI – UAE (2018 -2022)**

Customer Service Executive -Dubai - UAE

- Greeting patient at the reception and aid all Walk-in customers.
- Familiar with general administrative guidelines, policies and practices.
- Keep records of customer interactions, process customer accounts and file documents
- Handle patient complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. Outpatient registration and billing.
- Handling insurance approvals
- Managing incoming and outgoing calls and customer service inquiries & Reconciling invoices & money at the end of the day.

Certifications & Achievements

- First Aid & CPR & Food Safety Certification
- Aster Ambassador Award - 2019

PERSONAL DETAILS

- Nationality: Indian
- Place of Birth: India
- DOB: 19-Sep-1991
- Visa Status: Tourist Visa (March 30th, 2025)
- Languages Known: English, Hindi

3 Medical Social Worker (2015-2017)

Fr. Muller Medical College – Mangalore India

- To work as a team member in the multidisciplinary team consisting of doctors, nursing and paramedical staff.
- To make the patient and his family understand the medical problem or disability he or she is suffering from, in a language the patient and his family can understand.
- Raising public awareness about important issues & supervising social service support workers & volunteers.
- Attend meetings and training as requested.
- working with community groups to explore their needs and abilities, and to agree on solutions.
- To reach out to the people in the homes to convince them about the preventive measures & explain the nature of illness & treatment involved.