

CURRICULUM VITAE

Personal Details:

Name: Parth Shailesh Makwana

Date of Birth: 07th October, 1999

Marital Status: Un-married

Blood Group: B+

Permanent Address: 19, Jagjivan Park Society, Besides Meera Appartment,
Near Shyamal Prasad Overbridge, Shyamal, Ahmedabad – 380015

Gender: Male

Languages Known: Gujarati, English & Hindi

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Contact Number: +91-9737760600

Educational Qualifications:

- Bachelors of Science in Geology (First Class),
M.G. Science Institute, Gujarat University,
Navrangpura, Ahmedabad – 380009

Employment / Work Details & Experience:

- Worked as a Radiology Machinery Instructor at Imaging Point
Diagnostics, Ahmedabad from April 2019 to September 2019.
- Worked as a Receptionist at Imaging Point Diagnostics, Ahmedabad from
October 2020 to March 2021.
- Currently working in SGVP Holistic Hospital.

SGVP Holistic Hospital: (December, 2023 - Present)

- Joined as an Executive in the Operations Department in SGVPHH in December, 2023.
- Currently Handling the SGVPHH City Centre in Memnagar Area of Ahmedabad started by SGVP Holistic Hospital in August 2024.
- Operations Department, Billing Department, OPD Management, Cash Management (SGVPHH City Centre).

Job Description:

- Front - line customer service operations, serving as the primary point of contact for patients and visitors, ensuring a positive and professional experience.
- Handling of patient inquiries regarding billing and payment options, providing clear explanations and resolving issues in a timely manner.
- Processed patient payments, including co-pays and balances, and maintained up-to-date billing records, ensuring accuracy and timely account reconciliation.
- Managing outstanding accounts, providing follow-up communication with patients to resolve unpaid balances, and facilitating payment plans as needed.
- Assisting in the preparation of billing statements, including detailed charges for services rendered, and worked to ensure that all charges were correct before submission.
- Collaborating with medical and administrative staff to streamline patient flow and resolve scheduling or billing-related issues efficiently.
- Patient and Visitor Interaction.
- Billing Support.

- Patient Flow and Check-In.
- Administrative Support.
- Customer Service and Problem Resolution.

Computer Literacy:

- MS – Office, Windows etc.
- Microsoft Word: Advanced document formatting and editing.
- Microsoft Excel: Data analysis, pivot tables, and complex formulas.
- Microsoft PowerPoint: Designing engaging presentations with multimedia elements.
- Microsoft Outlook: Managing emails, calendars, and tasks efficiently.
- Microsoft Teams: Facilitating virtual meetings and collaborative projects.

Extra - Curricular Activities:

- Community Service Director at Rotaract Club of Ahmedabad North from October 2021 to April 2022.
- NSS Member during Academics.
- Member of the Sports & Cultural Committee during Academics.