

PAYEL NEOGI

Front Desk & TPA Executive

Phone: 7439837673 | Email: neogipayel2002@gmail.com | Hooghly, West Bengal

PROFESSIONAL SUMMARY

Dedicated healthcare professional with experience in hospital front-desk operations and TPA management. Skilled in patient coordination, documentation, communication and coordination with hospital departments and TPA/insurance representatives. Currently pursuing an M.S.W., with a B.A. Honours in Sociology, and seeking opportunities in hospital administration, patient services or TPA operations.

PROFESSIONAL EXPERIENCE

Charnock Hospitals Pvt. Ltd. | Front Desk & TPA Executive | Present

- Manage front-desk activities and assist patients and attendants with hospital-related queries.
- Coordinate patient registration, appointments and day-to-day front-office activities.
- Handle TPA/insurance-related coordination and assist patients with insurance formalities.
- Coordinate with TPA/insurance representatives regarding patient documentation and approvals.
- Verify and maintain required patient and insurance-related documents.
- Coordinate with relevant hospital departments for smooth processing of TPA/insurance cases.
- Communicate professionally with patients, attendants, hospital staff and TPA/insurance representatives.
- Maintain records and documentation related to front-desk and TPA activities.

KEY SKILLS

- Hospital Front Desk Operations
- TPA & Insurance Coordination
- Patient Handling & Coordination
- Documentation & Record Management
- Communication & Interpersonal Skills
- Team Coordination
- MS Word
- MS Excel
- MS PowerPoint

EDUCATION

Qualification	Board / University	Result / Year
M.S.W. (2nd Year)	Netaji Subhas Open University (NSOU)	Pursuing
B.A. Honours in Sociology	University of Calcutta	72.71% 2023
Higher Secondary	West Bengal Council of Higher Secondary Education	82.40% 2020
Madhyamik	West Bengal Board of Secondary Education	61.71% 2018

CERTIFICATION

- Certificate in Spoken English

LANGUAGES

Bengali | English | Hindi

ADDITIONAL INFORMATION

Location: Hooghly, West Bengal