



SREELEKSHMI BS

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Sharjah, United Arab Emirates

LinkedIn: <https://www.linkedin.com/in/sreelekshmi-b-s/>

Skills

Multilingual fluency

Positive attitude

Time management

Electronic health records

CRM systems knowledge

Goal-oriented planning

Multitasking skills

Data entry

Professional ethics

Communication excellence

Resilience and stress management

Documentation practices

Languages

English

Proficient (C2)

Hindi

Advanced

Malayalam

Native

Certifications And Licenses

- First Aid CPR
- UGC NET

Professional Summary

A highly skilled care and client service professional with strong expertise in data entry accuracy and efficiency, complemented by proficiency in electronic health records and CRM systems. Demonstrates exceptional service-oriented coordination, goal-driven planning, and multitasking abilities. Recognized for professionalism, strong work ethics, and resilience. Multilingual and well-equipped to thrive in fast-paced, dynamic healthcare and community support environments.

Work History

06/2023 - 12/2024

Care Support & Client Service Coordinator

COTA Inspires, Toronto

- Developed personal care plans for adults with mental health needs using OCAN tools.
- Scheduled and followed up on appointments to ensure timely support for patients.
- Provided professional service by addressing client and family inquiries and resolving issues.
- Collaborated with health insurance companies to verify coverage and assist with claims.
- Coordinated community services, facilitating access to housing, financial aid, and mental health resources.
- Tracked client progress through regular check-ins and updated case files in CHRIS system.
- Liaised with multidisciplinary teams to ensure comprehensive client care delivery.
- Advocated for client rights by navigating ODSP and Ontario Works systems, writing appeals.

10/2022 - 04/2023

Care Support Worker / Resident Care Coordinator

Sienna Senior Living, Toronto

- Provided emotional support to enhance resident well-being and diminish isolation.
- Facilitated resident involvement in social and wellness initiatives to foster independence.
- Coordinated with nurses, families, and medical teams for consistent care delivery.
- Organized daily schedules and care routines, managing appointments and activities.
- Maintained detailed, confidential records of resident progress and health concerns.
- Collaborated on multidisciplinary teams for holistic patient care.

11/2021 - 06/2022

Front Office & Clinical Support Executive

KIMS, Trivandrum

- Facilitated engagement in prescribed exercise routines and recreational activities, promoting recovery and emotional well-being.
- Managed patient registration and admission processes, verifying documentation, updating personal and medical information in the hospital system.
- Scheduled appointments and coordinated follow-up visits, ensuring efficient communication between patients and medical staff.
- Handled phone calls and correspondence, providing timely responses to inquiries and redirecting calls to appropriate departments.
- Prepared and processed billing information, including generating invoices, handling insurance documentation, and coordinating with the finance department for claims and payments.
- Maintained accurate records of billing transactions, patient files, and appointment logs in both digital and paper-based systems.

03/2020 - 11/2021

Tele-Counselor & Shift Coordinator

National Health Mission - Government of Kerala, Kerala

- Delivered 24/7 telephone counselling and emotional support, addressing high volumes of COVID-19 inquiries.
- Provided accurate health information on symptoms, isolation, testing, and vaccination per NHM and ICMR guidelines.
- Coordinated patient care by assisting with COVID-19 test bookings, ambulance services, and hospital admissions.
- Managed vaccination registrations and hospital bed allocations while offering follow-up support for COVID-positive patients.
- Identified high-risk cases and referred them to appropriate medical teams or emergency responders.
- Collaborated with local health teams to facilitate contact tracing and ensure timely patient response during crises.
- Maintained call records with an emphasis on privacy and data accuracy.
- Supervised Tele-Counsellor Team, optimizing staffing and resolving workflow issues during shifts.

Education

- 06/2018 - 07/2020 **Master of Arts, Social Work, Central University of Kerala, India**
- 06/2015 - 05/2018 **Bachelor of Arts, Communicative English, University of Kerala**
- 09/2022 - 04/2023 **Diploma, Addiction and Mental Health, Fanshawe College**