

Ravina Bhikadiya

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Objective

Dedicated and compassionate professional seeking a Care Coordinator role, with a strong commitment to enhancing the well-being of individuals and communities. I aim to leverage my expertise in care coordination, exceptional communication skills, and a passion for improving the quality of life for those in need. With a proven track record of providing top-notch care, I aspire to make a meaningful difference in the lives of clients and their families.

Experience

Care Coordinator in therapy – Arvan Rehab Group

01-2022 – 05-2022

- Spearhead the coordination of care for a diverse caseload of patients, including assistant in assessments, care planning, and ongoing monitoring.
- Collaborate with a multidisciplinary healthcare team, ensuring seamless communication and coordination to optimize patient outcomes.
- Conduct comprehensive patient assessments and develop individualized care plans, resulting in improved patient satisfaction and well-being.
- Act as a patient advocate, ensuring that all patient needs are met while adhering to legal and ethical standards.
- Implement crisis intervention strategies and emotional support, de-escalating difficult situations and promoting patient comfort.
- Utilize healthcare management software and electronic health records to maintain accurate patient documentation.
- Maintain strict adherence to healthcare regulations, maintaining up-to-date knowledge of industry changes and best practices.

Receptionist – Rec Center Conestoga College

02-2021 – 05-2023

- Greet and welcome visitors, members, and guests to the recreation center with a warm and friendly demeanor, creating a positive first impression.
- Efficiently manage a multi-line phone system, directing calls to the appropriate staff members and providing information about facility programs, hours, and services.
- Handle inquiries and provide information about facility amenities, classes, events, and membership benefits to promote participation and engagement.

- Manage and maintain the front desk area, ensuring it is clean, organized, and well-stocked with promotional materials and resources.
- Assist in scheduling and coordinating activities, classes, and facility rentals, facilitating bookings and ensuring proper allocation of resources.
- Address member concerns and resolve issues, demonstrating excellent customer service skills and problem-solving abilities.
- Collaborate with other staff members to support the efficient operation of the recreation center, including coordinating with maintenance, instructors, and management.

Education

Fitness and Health Promotion – Conestoga College, Kitchener

2021 – 2023

Bachelors of Physiotherapy – VNSGU University, Surat

2015 – 2020

Skills

- Administrative Skills
- Customer Service
- Health and Wellness Knowledge
- Team Collaboration
- Data Management
- Technical Proficiency
- Adaptability
- Communication
- Patient Advocacy