



SAFA

Executive and Administration



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Delma Street, Abudhabi, UAE

Detail-oriented and organized professional with a Master's in Hospital Administration and over 1 year of experience in hospital administration and guest relations. Proven expertise in front desk operations, patient relations, cost counseling, discharge coordination, and hospital information management systems. Demonstrates excellent communication, problem-solving, and multitasking abilities to enhance patient satisfaction and optimize hospital operations.

SKILLS

- Hospital Administration
- Guest Relations Management
- Front Desk Operations
- Patient Appointment Scheduling
- Cost Counseling & Billing Coordination
- Insurance Documentation & Discharge Protocols
- Medical Records Management
- Visitor Access Control
- Administrative Support & Clerical Duties
- Digitization & Document Control
- Communication & Interpersonal Skills
- Problem Solving & Conflict Resolution

SOFTWARE

- TrackCare-HIMS
- ScanBox
- Microsoft Excel
- Microsoft Word

WORK EXPERIENCE

Executive , Guest relation (Almas Hospital,Kottakkal, Kerala) February 2024- July 2024

- Greeted and welcomed patients and visitors, ensuring a professional and friendly front desk experience.
- Provided detailed cost counseling for various treatments and procedures.
- Maintained accurate and up-to-date records of counseling sessions.
- Coordinated with departments to ensure timely discharge and completion of insurance documentation.
- Managed in-patient (IP) follow-ups and monitored patient flow to avoid delays.
- Resolved patient and visitor concerns promptly, ensuring high satisfaction.
- Controlled and monitored patient entry and crowd management in compliance with hospital protocols.

EDUCATION

Master degree: Hospital administration and Management 2023-2024

Jain (Deemed-to-be University)

Private university in Bengaluru, Karnataka.

Bachelor of Commerce in Finance 2020-2023

University of Calicut

Higher Secondary Education 2018-2020

Board of Higher Secondary Examination

Kerala, India

SSLC 2017-2018

Central Board of Secondary Education

(CBSE), Delhi

ADDITIONAL INFORMATION

- Excellent interpersonal and communication skills.
- Strong ability to prioritize tasks and manage time efficiently in a fast-paced healthcare environment.
- Adept at working independently and as part of a team to ensure optimal patient care and administrative efficiency.

LANGUAGE

- English
- Arabic
- Malayalam