



Nazneen Kalghatgi

Receptionist

nazninsayed60@gmail.com | +971563782824 | Al Qasmia Sharjah

linkedin.com/in/nazneen-kalghatgi-023ab2232 | Spouse visa

Profile

Motivated and customer focused professional with over 3 years of experience in E Billing, customer service and Front office. Known for delivering exceptional support by actively listening to customer needs, resolving inquiries efficiently, and maintaining a positive, solution-driven approach.

Professional Experience

Front Desk Receptionist Al Afdal Medical Centre, Sharjah

August 2025 - Present

- Greeting and assisting patients/customers while providing clear information about available services.
- Registering patients in the hospital/clinic system accurately and efficiently.
- Coordinating and submitting insurance approval requests.
- Preparing and processing billing invoices.
- Scheduling and managing patient appointments.
- Addressing and resolving patient/customer queries in a professional manner.

Customer care executive/Front Office Admin Assistant. Dehin Heavy equipment LLC, Sharjah

March 2025 – July 2025

- Oversee employee records, manage Coupa requests, ERP ordering processes, and generate invoices to ensure accurate processing and enhance operational efficiency.
- Update and maintain files, documentation, and databases in compliance with company policies to ensure confidentiality and adherence to regulations.
- Facilitate seamless interdepartmental communication and coordination to support operational planning and execution.
- Provide comprehensive administrative support to enhance departmental efficiency, including managing schedules, coordinating daily operations, and overseeing timekeeping, attendance, and leave schedules.
- Handle inquiries and correspondence, providing excellent customer service to both internal and external clients.

E- Billing Specialist Frontline managed services, Goa

March 2023 – April 2024

- Successfully Managed over 10 international clients, achieving 40% increase in client satisfaction by ensuring timely and accurate delivery of services.
- Processed and submitted over 2000+ Invoices, achieving 90% accuracy and efficiency.
- Achieved 95% client satisfaction by regular communication, addressing queries and concern in timely manner.
- Utilized E bill software to streamline billing processes ensuring up to date and accurate records

**Accountant/Customer service Executive
Citizen Batteries**

January 2021 – March 2023

- Supervised and mentored a team of 5 members, providing coaching and feedback to enhance performance.
- Handled customer complaints and concerns and resolved issues promptly resulting 40% Increase in customer satisfaction.

Education

Bachelor Of Commerce, Finance

S.S Dempo college of commerce and economics

July 2018 – May 2021
Goa, India

Skills

Interpersonal

Communication Multilingual

Customer service

Problem solving

Adaptability

Critical thinking

Technical

• Microsoft excel

• Microsoft word

• Microsoft PowerPoint

• Intalex

• Bill Blast

• Ardent

• Pact

Languages

• French

English

Hindi

• Konkani

Urdu