

Richu Bimali

Administrator and Customer Service Experience

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EXECUTIVE SUMMARY

Dedicated and empathetic Counsellor and Administrative Professional with 3+ years of experience providing guidance to individuals and managing a wide range of administrative responsibilities. Skilled in offering one-on-one support, handling inquiries, organizing schedules, maintaining confidential records, and ensuring smooth office operations. Known for excellent communication, problem-solving, and interpersonal skills, with a strong ability to build trust and foster a positive, organized environment. Proficient in MS Office, database management, and administrative systems, with a commitment to delivering high-quality support and service.

PROFESSIONAL EXPERIENCE

12/2022 – 05/2025
Kathmandu, Nepal

Nepal International Fertility and Laparoscopic Centre

Counsellor and Administrative Manager

- Provided counseling and emotional support to over 500 patients annually, helping them cope with stress, treatment plans, and lifestyle adjustments;
- Conducted initial patient intake interviews, assessing psychological and social needs to refer them to appropriate services;
- Maintained and updated confidential patient records with 100% accuracy, ensuring compliance with healthcare regulations and privacy standards;
- Scheduled and coordinated daily appointments for 5+ doctors and handled rescheduling, follow-ups, and cancellations to ensure smooth workflow;
- Supervised a team of 4 administrative staff, assigning tasks, monitoring performance, and providing training to improve efficiency;
- Prepared monthly reports on counselling sessions, administrative activities, and patient feedback for senior management;
- Assisted in organizing health awareness camps and patient education programs, contributing to increased patient engagement;
- Ensured compliance with hospital policies and standard operating procedures, actively participating in audits and quality checks.

07/2022 – 11/2022
Kathmandu, Nepal

Nepal Mediciti Hospital Pvt. Ltd.

Sr. Assitant - OPD

- Assisted in daily administrative operations, including patient admissions, discharge procedures, and documentation;
- Maintained and updated patient records accurately, ensuring confidentiality and compliance with hospital policies;
- Coordinated appointment scheduling for doctors and departments, handling high-volume requests with efficiency;
- Managed front-desk activities, greeted patients and visitors, and addressed queries with professionalism;
- Prepared and submitted routine reports, billing summaries, and departmental data for review by management;
- Liaised between departments to facilitate smooth communication and patient service flow;
- Supported procurement and inventory tracking of office supplies and medical materials;
- Trained and guided junior assistants and interns on hospital protocols and administrative tasks;

- Ensured compliance with health and safety regulations within the administrative work area;
- Played a key role in organizing hospital meetings, workshops, and training sessions.

EDUCATION

2015 – 2019
Kathmandu, Nepal

Bachelors of Business Administration
Thames International College

SKILLS

Administrative Support	● ● ● ● ●	Communication and Interpersonal Skills	● ● ● ● ●
Report Preparation and Documentation	● ● ● ● ●	Team Coordination and Staff Training	● ● ● ● ●
Time Management	● ● ● ● ●	Multi-tasking in high pressure environment	● ● ● ● ●
Compliance with Hospital Policies	● ● ● ● ●	Confidentiality and Data protection	● ● ● ● ●

LANGUAGES

English	● ● ● ● ●	Nepali	● ● ● ● ●
Hindi	● ● ● ● ●		

ORGANISATIONS

01/2018 – present
Kathmandu, Nepal

Care and Development Organization
Lifelong member of board

- Assisted in organizing and executing community outreach programs focused on health, hygiene, and education for underserved populations;
- Supported healthcare professionals during mobile clinics by managing patient flow, distributing materials, and maintaining records;
- Engaged in mentoring sessions for children and youth, promoting basic education, personal development, and confidence building.

AWARDS

Excellence in Patient Care and Support – IVF Services
Nepal International Fertility and Laparoscopic Centric
Awarded for outstanding dedication to patient counseling and emotional support throughout fertility treatment journeys.

REFERENCES

Dr. Mira Thapa, Medical Director, Nepal International Fertility and Laparoscopic Centre
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Dr. Gyanendra Man Singh Karki, Chairman, Birat Medical College Teaching Hospital
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