

ASHIM MOHAMMED K S

+971 529862859 | ashim58586@gmail.com | Sharjah, UAE

PROFESSIONAL SUMMARY

Dedicated and detail-oriented professional with 4+ years of experience in hospital administration, front-desk operations, and cash handling across retail and healthcare environments. Proven expertise in patient relations, billing management, record maintenance, and clinic coordination. Recognized for delivering exceptional customer service, handling high-volume transactions accurately, and ensuring smooth administrative operations. Skilled in appointment scheduling, insurance coordination, and team support to enhance efficiency and client satisfaction. Committed to maintaining professionalism, confidentiality, and quality standards in every task.

PROFESSIONAL EXPERIENCE

FRONT DESK ADMINISTRATOR / PATIENT COORDINATOR

Minerwa Unani Clinic, Aluva, India | Jan 2024 – Jan 2025

- Welcomed patients and handled inquiries with courtesy and efficiency, creating a professional first impression.
- Scheduled and confirmed appointments to optimize clinic workflow and reduce waiting times.
- Managed accurate and confidential patient records and clinical documentation.
- Coordinated between doctors, patients, and staff to ensure timely and effective communication.
- Processed billing and insurance transactions accurately and resolved any payment discrepancies.
- Monitored feedback and implemented service improvements for enhanced patient experience.

CASHIER

Bharath Tiles – Mundakayam, Kerala, India | Sep 2022 – Dec 2023

- Operated POS systems to handle cash, credit, and digital transactions with accuracy.
- Balanced daily cash register reports and maintained clear financial records.
- Provided friendly and efficient service by assisting customers in product selection and inquiries.
- Supported inventory control and product display maintenance to ensure a clean store environment.
- Handled refunds and exchanges as per store policy to maintain customer trust and retention.

EDUCATION

PG Diploma in Hospital Administration

ADI Institute – JAIN University | Apr 2023 – Nov 2023

Bachelor of Psychology

Mahatma Gandhi University, Kerala, India | Apr 2019 – Apr 2022

CORE COMPETENCIES

- Patient & Front-Office Management
- Customer Service & Communication
- Billing & Insurance Processing
- Cash Handling & POS Operations
- Appointment Scheduling & Record Keeping
- Administrative & Clerical Support
- Team Coordination & Leadership
- Quality Assurance & Compliance

TECHNICAL SKILLS

- Hospital Management Systems (HMS)
- MS Office (Word, Excel, PowerPoint)
- Email & Document Handling Tools
- POS Billing Software and CRM Applications

LANGUAGES : English | Hindi | Malayalam | Tamil