



# Muhammad Thajudeen

## PROFILE

Experience in the areas of Administration and customer service, an effective communicator with exceptional relationship management & problem-solving skills with **Strong communication skills** and interpersonal competences. Able to adopt and execute easily new concepts and to evolve in new cultural environments.

## PROFESSIONAL EXPERIENCE

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Officer Guest Service, Thumbay Clinic, Kalba Sharjah  
January 2022 – Present

- Greeting guests upon arrival and making them feel welcomed and providing front desk service to guests
- Answer calls and emails from customers regarding their inquiries.
- Professionally assist doctors, staff, visitors, and patient.
- Maintain confidentiality of all doctors, staff, and patients' information's
- Scheduling appointment between doctors and patients
- Coordinating, liaising, and networking between insurance companies regarding eligibility, approvals (RIAYATI and eClaimLink), sick leave attestation by MOH and other requirements
- Provide general administrative and clerical support including mailing, scanning, faxing, and copying to management

Call Center Executive/Coordinator, Facilities Masters Technical Works, Dubai, UAE.

Sep 2018- Sep 2020

- Answer calls and emails from customers regarding their inquiries.
- Open, sort and distribute incoming correspondence.
- Prepare and modify documents including correspondence, reports, drafts, memos, and emails.
- Assist in resolving administrative problems
- Monthly report to be prepared at the end of every month
- Upkeep of helpdesk/office
- Maintain contact lists.
- Liaise with executive and senior administrative assistants to handle requests and queries from senior managers.

Admin Assistant/Camp Coordinator, Ejadah Asset Management Group, Dubai, UAE.


Feb 2016 – Mar 2018

## EDUCATION

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Bachelor of English Literature, University of Calicut, Kerala, India.  
2014

## CONTACT

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## SKILLS

- Leadership
- Communication skills
- Adaptability & Time management
- Empathy
- Interpersonal skills
- Problem Solving
- Report Preparation
- Reporting and documentation
- Work Coordination

## LANGUAGES

English  
Arabic  
Hindi  
Malayalam