



## **ROSME VINEESH SARO**

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Currently in UAE (Employment Visa)

Nationality: Indian

Passport No: S3840370

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### **Professional Summary**

Dedicated and results-driven administrative professional with over 10 years of experience in healthcare administration and secretarial roles. Skilled in patient relations, time management, and office coordination. Proven ability to manage front-desk operations, maintain confidential records, and support medical staff with high accuracy and professionalism. Multilingual and adaptable, seeking opportunities that foster intellectual growth and career development.

### **Core Skills**

- Office Administration
- Medical Records Management
- Appointment Scheduling
- Patient Coordination
- Data Entry & Documentation
- MS Office Proficiency
- Time Management
- Multilingual Communication
- Customer Service Excellence
- Organizational Efficiency

### **Professional Experience**

#### **Administration**

#### **Trioberry IT Solutions, Dubai –UAE**

#### **January 2025 – STILL WORKING**

- Managing day-to-day office operations and resources.
- Keeping company documents, licenses, and legal records up to date.
- Preparing client invoices and following up on payments.
- Preparing proposals, quotations, and service level agreements (SLAs).
- Managing project documentation, progress reports, and schedules.
- Coordinating between clients and technical teams.
- Handling customer queries, escalations, and after-sales support documentation.
- Scheduling meetings with clients, partners, and internal teams.
- Preparing business presentations, reports, and dashboards.
- Handling official correspondence (emails, notices, minutes of meetings).

## **Administration / Secretary**

### **Al-Thawra Modern General Hospital, Sana'a, Yemen**

**Nov 2012 – Nov 2022**

- Managed patient check-ins and inquiries with a courteous and professional approach.
- Scheduled and confirmed appointments, ensuring accurate follow-ups.
- Answered and directed incoming calls to appropriate departments.
- Handled all patient documentation including admissions, discharges, pre and post-echo reports.
- Maintained confidentiality of all records in compliance with hospital policies.
- Coordinated with medical staff to ensure smooth patient flow and services.
- Oversaw reception area operations, including supply inventory, printing, scanning, and filing.

## **Computer Operator**

Advocate and Notary Public Railway Standing Counsel, Kerala, India

2009 – 2010

- Performed data entry and file management with confidentiality.
- Managed incoming calls and supported clerical operations.

## **Education**

M.G. University, Kerala, India

2006 – 2008

## **Languages**

- English (Fluent)
- Malayalam (Fluent)
- Arabic (Conversational)
- Hindi (Conversational)
- Tamil (Basic)

## **Technical Proficiency**

- Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Basic printing, scanning, and file handling systems

## **Personal Details**

- Date of Birth: 30 May 1987
- Gender: Female
- Marital Status: Married
- Visa Status: Employment Visa (UAE)