



RAIHANA. S

ADMIN CUM RECEPTIONIST

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White Shabia, Villa Number 8,
near wize indian private
school Umm Al Quwain, UAE

Summary

Expert patients relation executive with Two year of Hospital Industry experience seeks to join a team of focused, motivated patients relation executive professionals committed in ensuring the relationship of the patients in the Hospitals.

Education

BA Islamic History Mannaniya collage of arts & science, pangodu	2022(Pursuing)
Commerce - CP HSS kuttikadu Kollam	2015- 2017
10th class - Govt. Vocational Higher Secondary School Kadakkal	2012- 2015

Work Experience

KTCT Hospital Chathampara, Thottakkadu P.O., Kallambalam,	2022 -2024
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Awards and Achievement

- **Professional Diploma in Computerized Financial Accounting** -The Kerala State Rural Women's Electronics Industrial Co-operative Federation
- **Word Processing and Data Entry** -The Kerala state Rural Women's Electronics Industrial
- **Hospital administration** -International School of Skills & Development
- **Hospital administration** - TUV/SUD South Asia(ISSD)
- **Hospital administration** - Jain University

Responsibility & Roll's

- A service Professional with excellent communication skills, consistently able to solve problems and alleviate escalated issues.
- To deal with patient requests, enquiries and complaints daily prior to them escalating into a formal complaint.
- Assist patients and bystander with the completion of the satisfaction survey prior to discharge.
- In patient, out patient and Emergency coordination
- Telecommunication .
- Made patient Appointments and Cancellations.
- Build rapport with patients in less time.
- Admission, Discharge and Surgery counselling give for patients.
- After the patient discharged, call them for feedback.
- Following up with patients to ensure their inquiry or complaint has been satisfactorily resolved.

Skills

- Strong customer relations skills
- Computer proficiency
- Proficient in Medical Thermology
- Communication skill
- Team work and Leadership Quality

IT Skill

- Well versed with Microsoft Office Word, Excel and PowerPoint
- Experienced with the MS-DOS, Windows 98/2000, XP and Vista operating systems

Personal Information

Gender & Religion - Female & Islam
Date of Birth - 29 September 1998
Language Known - English, Malayalam and Tamil
Marital Status - Married
Passport No - AG567433
Country & State - India, Kerala

Thanking you and appreciate your effort in taking the time to review my credential
Looking forward for your positive response.

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