

# Fathiathul Hiba MP

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## PROFESSIONAL SUMMARY

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Healthcare administration graduate with knowledge in hospital operations, patient relations, and healthcare regulations. Skilled in organization, communication, and problem-solving. Dedicated to improving patient experiences and operational efficiency as a Hospital Administrator.

## SKILLS

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- Patient Relations
- Organizational Skills
- Communication
- Problem-Solving
- Time Management
- Attention to Detail
- Microsoft Office - Excel, Word, PowerPoint

## EXPERIENCE

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### **Insurance & Hospital Administration intern Indira Gandhi Cooperative Hospital, Thalassery**

April - July 2025

- Gained practical experience in hospital insurance systems and billing workflows.
- Handled daily insurance operations, including verification and compliance checks as per policy standards.
- Assisted with hospital administrative functions and maintained organized patient records for smooth operations.
- Liaised with insurance providers to ensure timely and accurate claim settlements.
- Managed and processed patient insurance claims with accuracy and adherence to policy guidelines.

### **Call Center & Front Desk Assistant intern Indira Gandhi Cooperative Hospital, Thalassery**

- Handled inbound and outbound calls, assisting patients with appointment bookings, inquiries, and follow-ups.
- Provided front desk support by welcoming patients, managing check-ins, and maintaining appointment schedules.
- Maintained accurate communication logs and coordinated with hospital departments for smooth patient service.
- Developed effective communication, time management, and multitasking skills in a high-volume environment.

## EDUCATION

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### **Degree - BA English**

Pursuing

### **Plus Two - Commerce**

Passing Year - 2023

### **SSLC**

Passing Year - 2019

## COURSE COMPLETION

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### **Hospital Administration**

Learn Digital Academy, Kannur, Kerala

April 2024- September 2024.

## **CERTIFICATIONS**

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- **Hospital Administration– Learn Digital Academy, 8/10/2024**

## **INTEREST**

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- Learning
- Social Work
- Art

## **LANGUAGE**

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- English
- Malayalam

## **DECLARATION**

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I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.