



RIDHWAN ABDUL SATHAR

ADMINISTRATIVE PROFESSIONAL

Phone

+971 509674574

Email

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Address

Bur Dubai, Mankhool,
Dubai, UAE 122002

PROFILE

Dedicated, hard working, and self-motivated administrative professional with 8 years of experience in patient registration, appointment scheduling, call management, and medical recordkeeping in reputed healthcare settings. Proven expertise in supporting doctors and patients through accurate documentation, efficient coordination, and reliable assistance tasks. Strong background in patient relations, conflict resolution, and rapport building to drive service excellence. Known for working independently, managing multiple priorities, and maintaining high standards of performance in dynamic and fast-paced

SKILLS

- Patient Registration
- Appointment Scheduling
- Medical Recordkeeping
- Patient Relations
- Conflict Resolution
- Customer Service Excellence
- Call Handling
- Front Office Administration
- Healthcare Coordination
- Documentation Management
- Data Entry & Record Accuracy
- Interdepartmental Collaboration
- Service Delivery Optimization
- Problem-Solving Skills
- Time Management
- Communication & Rapport Building

EDUCATION HISTORY

2016

B.Tech., Civil Engineering
Vedavyasa Institute of
Technology, Calicut, India

2013

Diploma in Architecture
JDT Islam Polytechnic
College, Calicut, Kerala, India

2010

Higher Secondary (Science)
Rahmania Higher Secondary
School, Calicut, Kerala, India

2008

HIGHER SECONDARY
Hill Top Public School,
Calicut, Kerala, India

WORK EXPERIENCE

• PATIENT RELATIONS EXECUTIVE | SEPTEMBER 2021 – PRESENT ASTER HOSPITAL, MANKHOOL

- Coordinated patient services to ensure seamless hospital experiences and high satisfaction levels.
- Resolved patient complaints and concerns with empathy and efficiency, improving trust and engagement.
- Collaborated with multidisciplinary teams to maintain smooth workflow and strong interdepartmental rapport.
- Delivered accurate information to patients and families through in-person, phone, and email communication.
- Supported hospital policies by upholding high standards of patient care and service delivery.
- Assisted in enhancing patient engagement initiatives to improve overall hospital performance.

• ADMINISTRATIVE ASSISTANT | SEPTEMBER 2017 – MARCH 2021 VARA ACADEMY OF ART, CALICUT, KERALA, INDIA

- Provided comprehensive administrative support to the architect and academic staff for daily operations.
- Managed phone calls, email correspondence, and client queries, ensuring timely follow-ups and responses.
- Handled data entry, record management, and computer operations to maintain organized office systems.

LINKED IN & WEBSITES

- <https://www.linkedin.com/in/ridhwan-abdul-sathar>
- <https://m.youtube.com/channel/UC-a8W9ksVZFEYwBq660WT>
- <https://medium.com/@ridhwanabduIsathar>

LANGUAGES

English	<input type="text"/>
Malayalam	<input type="text"/>
Hindi	<input type="text"/>
Tamil	<input type="text"/>

SOFTWARE PROFICIENCIES

- MS Word
- MS Excel
- MS PowerPoint

HOBBIES

- Reading
- Blogging
- Drawing
- Vlogging
- Writing
- Teaching

- Prepared office letters, documents, and presentations with accuracy and attention to detail.
- Assisted in training sessions and teaching support for interior design and art projects.
- Enhanced client satisfaction by delivering prompt, professional communication and service.

CUSTOM / ADDITIONAL INFORMATION

- **Patient Relations Executive**
Aster Hospital, Mankhool
- **Ex-Com Member, Toastmasters International**
Aster Hospital, Mankhool
- **Level 3 Certification**
Medic First Aid Training

PERSONAL DETAILS

Nationality : Indian
Gender : Male
Date of Birth : 24.03.1992
Marital Status : Married
Passport No : P9867042
Date of Expiry : 22.05.2027

DECLARATION

I hereby declared that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

RIDHWAN ABDUL SATHAR