



Ameerunnisa MK

Date of birth: 06/05/1994 | **Nationality:** Indian | **Phone:** (+971) 509589447 (Mobile) | **Email:** ameerafiros17@gmail.com | **Address:** Deira, United Arab Emirates (Dubai)

WORK EXPERIENCE

DAYA GENERAL HOSPITAL AND SURGICAL CENTER – THRISSUR, INDIA

ADMINISTRATIVE ASSISTANT – 02/11/2022 – 12/04/2025

- Greeted and registered patients in accordance with hospital policies
- Processed insurance information and medical records for new patients
- Performed confidential data entry and filing duties in dedicated software.
- Assisted with scheduling appointments and verifying patient information
- Provided excellent customer service to patients and visitors
- Answered phones and directed calls to appropriate departments
- Extended touch with doctors, nurses, patients and other employees to identify and resolve healthcare needs
- Casualty PRO-Make decisions, plan, problem-solve, adapt to change, and guide our actions based on consequences.

EDUCATION AND TRAINING

12/07/2014 – 10/06/2016 Thrissur, India

MSC IN ELECTRONICS Calicut Univeristy

Website <https://www.uoc.ac.in/>

14/07/2011 – 11/05/2014 Thrissur, India

BSC IN ELECTRONICS Calicut University

Website <https://www.uoc.ac.in/>

10/06/2022 – 12/2022 Ernakulam, India

DIPLOMA IN HOSPITAL ADMINISTRATION Ignite Academy

Website <https://igniteskillacademy.com/>

LANGUAGE SKILLS

Mother tongue(s): **MALAYALAM**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C1	C1	C1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

SKILLS

Microsoft Office | Adobe Photoshop (basic elements) | Grandis ERP

HONOURS AND AWARDS

11/02/2025

Best performer of 2024 – Daya hospital thrissur

● OTHER SKILLS

Core Skills

- Strategic planning
- Customer service
- Organizational communication
- Team leadership
- Creative thinking
- Attention to detail
- Medical procedures