

MOHAMMED SHAHIN

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Professional Summary

Compassionate and results-oriented Patient Coordinator Lead with **5+ years of progressive experience** in healthcare administration, patient relations, and care coordination. Adept at **appointment scheduling, EMR management, medical insurance processing, and cross-functional communication** to ensure a seamless patient journey. Proven track record of boosting **patient satisfaction scores**, reducing wait times, and optimizing operational workflows in high-volume clinical settings. Recognized for balancing empathy with efficiency, fostering strong patient trust, and supporting multidisciplinary healthcare teams to deliver quality care.

Core Skills

- Appointment Scheduling & Calendar Management
 - Professional Phone Etiquette & Patient Communication
 - Care Coordination & Patient Journey Management
 - Medical Terminology Knowledge
 - Electronic Medical Records (EMR) Management
 - Patient-Centered Service Delivery
 - Interpersonal & Relationship-Building Skills
 - Organizational & Time Management Skills
 - Team Collaboration & Cross-Functional Support
 - Attention to Detail & Documentation Accuracy
 - Adaptability in Fast-Paced Clinical Environments
 - KPI Achievement & Reporting
 - Multilingual Communication (English, Arabic, Hindi, Malayalam, Tamil)
 - MS Office Suite (Word, Excel, PowerPoint, Outlook)
 - Problem-solving and Conflict Resolution
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Professional Experience

Team Manager | Omega Healthcare – Bangalore, India

Jan 2024 – Apr 2025

- Led a **team of 6+ patient care staff**, overseeing daily scheduling of 150+ appointments with a 98% on-time accuracy rate
- Increased patient satisfaction scores by **20%** through staff training, process refinement, and implementation of proactive follow-up systems
- Managed and monitored **50+ daily inbound calls**, ensuring patient concerns were resolved at first contact and team response times improved by 25%
- Coordinated interdepartmental collaboration between medical, administrative, and insurance teams, improving care plan execution timelines by **15%**
- Implemented staff performance tracking and feedback sessions, boosting team productivity and reducing errors by **18%**

Quality Control Analyst | Omega Healthcare – Bangalore, India

Feb 2022 – Dec 2023

- Audited **150+ patient appointments weekly** to ensure compliance with clinic protocols, achieving a **98% accuracy rate** in scheduling and documentation
- Conducted call quality monitoring for **50+ daily inbound and outbound calls**, improving patient communication standards and reducing repeat inquiries by **22%**
- Analyzed patient feedback data, identifying service gaps and recommending process changes that increased satisfaction scores by **20%**
- Provided targeted coaching to staff based on audit results, improving adherence to **medical terminology usage** and professional phone etiquette

Patient Care Coordinator | Omega Healthcare – Bangalore, India

Nov 2019 – Jan 2022

- Coordinated **150+ patient appointments weekly**, ensuring 98% on-time scheduling accuracy and reduced no-show rates by 15%
- Improved patient satisfaction scores by **20%** through prompt follow-ups, empathetic communication, and streamlined appointment handling
- Managed **high-volume phone inquiries (50+ daily)** while maintaining professional etiquette and resolving patient concerns within first contact
- Collaborated with medical staff to **develop and execute care plans**, ensuring timely treatments and seamless interdepartmental communication
- Trained and mentored new front-desk staff, improving onboarding efficiency and ensuring adherence to clinic protocols

Education

MBA in International Business & Airport and Aviation – Jain University, Bangalore, India (2017–2019)

Bachelor of Commerce (Finance) – Calicut University, Kerala, India (2014–2017)

Certifications

- Lean Six Sigma Green Belt – Skillizen Learning Solutions (2022)

Languages

- English (Native)
- Hindi (Fluent)
- Malayalam (Native)
- Arabic (Reading/Writing)
- Tamil (Professional)
- Urdu (Fluent)

Additional Information

- Date of Birth: 23-09-1996
- Visa Status: Visit Visa
- Availability: Immediate