

ASWATHY E

CUSTOMER SERVICE AND ADMINISTRATIVE

Dubai, UAE | +971563671868 | Aswathye915@gmail.com | LinkedIn

Personal Summary

Efficient and service-oriented Customer Service and Administrative professional with 3 years of hands-on experience in healthcare and office administration. Skilled in managing reception duties, handling patient interactions, coordinating appointments, and maintaining accurate records and documentation. Experienced in medical transcription, billing processes, and supporting smooth day-to-day operations. Known for delivering a personalised experience, resolving queries with professionalism, and ensuring compliance with internal protocols and standards.

Skills

- Customer Service Excellence
- Administrative Coordination
- Record Keeping
- Appointment Scheduling
- Scheduling CRM
- Client Relationship Management
- Administrative Compliance
- Billing and Invoicing
- Document Management
- Communication Skills
- Conflict Resolution
- Multi-line Phone Handling
- Time Management
- MS Office

Experience

Immigration Consultant

April 2025 - Present

Legal Wings Migration – Dubai, UAE

- Advise clients on immigration pathways for Germany, Poland, Portugal, and Malta, covering work permits, visas, and permanent residency applications.
- Handle complete documentation including application forms, employment letters, financial proofs, and compliance records, ensuring accuracy and legal adherence.
- Inform and update clients regularly on their application status, immigration law changes, and any additional requirements or embassy requests.
- Conduct detailed eligibility assessments, recommend appropriate immigration options, and compile comprehensive case files for timely and successful submissions.

Administrative Assistant

November 2020 to March 2024

Al Ahalia Hospital – Abudhabi, UAE

- Acted as the primary liaison for patients, delivering exceptional service and hospitality to foster a personalised healthcare journey.
- Collaborated with senior leadership, internal departments, and clients to manage enquiries, utilising IT systems to enhance administrative efficiency.
- Handled patient records through Medic-Works, completing tasks such as data entry, billing, account updates, and order processing.
- Maintained and organised essential documents, including patient history forms, consent agreements, and payment contracts.
- Responded accurately to patient queries, escalated concerns when required, and recorded all relevant administrative data.
- Transcribed clinical documentation such as consultation summaries, progress notes, and medical reports from audio recordings.
- Shared digital copies of transcriptions with medical practitioners for verification and signature, incorporating edits as instructed.

Administrative Assistant

December 2018 to June 2020

STER DURO Industries Pvt Ltd – Mumbai, India

- Delivered end-to-end administrative support across production, operations, and management teams by managing communications, coordinating meetings and executive travel, processing customer enquiries and purchase orders, maintaining compliance documentation, liaising with suppliers for procurement tracking, and assisting with onboarding and office management tasks to ensure seamless operational efficiency.

Education

Bachelor of Technology, Electronics & Communication Engineering
Calicut University – India

August 2018