

Professional Summary

Results-driven Senior operations specialist with 5+ years in corporate healthcare, leading high performing teams and optimizing insurance operations. Proven ability to drive revenue growth, streamline processes, and enhance client experience. Seeking a coordinator role in People solutions, marketing and healthcare operations to apply strategic leadership in expanding business efficiency.

Work Experience**Senior Operations Specialist - Al Futtaim Group, DFC, Dubai, UAE****August 2022- Current**

- Led 3 satellite clinics projects, with 8 team members in CSR services, improving operations efficiency by 20% through strategic workflow optimization.
- Managed group insurance network operations, employee communications, maintained employee database, conducted annual on-site health campaigns, and increased brand visibility.
- Developed data-driven financial strategies, increasing revenue by 15%
- Improved patient experience, reduced wait time by 18-20% & improving satisfaction scores by 60%.
- Expertise in network provider meetings and communicated network updates, changes, and announcements in a timely manner Managing the VIP experience team for several corporate companies for clinical services.
- Requisition and selection of Inventory, Purchase order and Tally, Quarterly Inventory audit

Marketing Executive - 800 Doctor, Dubai, UAE**June 2021 - June 2022**

- Managed end-to-end homecare clinical operations, ensuring high-quality patient care.
- Conducted marketing campaigns in corporate offices, schools, and hotels, to drive service expansion and partnerships. Using Canva to design marketing posters and presentation videos
- Developed and executed marketing strategies, leveraging patient insights to enhance campaign effectiveness and acquire new customer.
- Tracked monthly performance using patient satisfaction scores, compliance adherence, and visit completion rates.

Patient Admin - Mediclinic Parkview Hospital Middle East, Dubai, UAE**Sept 2020 - June 2021**

- Managed outpatient operations, patient registrations, invoicing, insurance claims & billing.
- Resolved patient complaints with coordinators to improve service ratings.
- Verified end-of-day billing reports for accuracy and discrepancies
- Ensured adherence to COVID-19 protocols, health guidelines, and patient flow safety measures.

Market Research Intern at The Nielsen company, Sharjah, UAE**April 2017 - July 2017**

- Conducted market research & trend analysis for FMCG products through focus groups analysis.
 - Collected and monitoring data using Qualtrics, ensuring high quality insights.
 - Created reports to inform are clients for their business decisions, focusing on CX preferences.
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Education**Jan 2024 - Dec 2025 - Masters MBA -Edinburgh Business School, Heriot Watt University, Dubai, UAE****Currently Pursuing****July 2017 - May 2020 - Bachelors****BBA Marketing - Amity University Uttar Pradesh, India****Graduated - First Division****April 2003 - March 2020 - High School****Commerce - Our Own High School, Al Warqa, Dubai, UAE****Graduated in Commerce**

Skills

- Microsoft Office, Excel, Word, Power Point
 - EHR - HIS & Bayanati Systems
 - Complaint management & Patient experience
 - CX, content marketing & health campaigns
 - SAP Success Factor
 - Canva, AI, Pipedrive, Zoho CRM
 - Team management & Communications
 - Healthcare & Insurance operations
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Languages

- English - Native
- Hindi - Native
- Urdu - Conversational
- Punjabi - Basic