

# SHEHINA BASHEER

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Dubai, UAE

## PROFESSIONAL SUMMARY

Dedicated and detail-oriented administrative professional with proven experience in office management, operations coordination, and customer service. Skilled in effective communication, team collaboration, and streamlining administrative processes to improve efficiency and support organizational goals. Experienced in managing documentation, scheduling, and handling inquiries with accuracy and professionalism. Committed to maintaining smooth office operations and delivering excellent administrative support.

## EDUCATION

- PG DIPLOMA IN HOSPITAL ADMINISTRATION (2024) *BSMT*
- HIGHER SECONDARY (2020)
- BA ENGLISH LANGUAGE AND LITERATURE (2023)

## WORK EXPERIENCE

### PATIENT CARE EXECUTIVE CUM FRONT OFFICE EXECUTIVE

(2024-2025)

#### CUTIS INTERNATIONAL COSMETIC CLINICS

- Provided clear information on hospital services, procedures, and patient rights.
- Assisted patients and families, directing them to appropriate departments.
- Coordinated with internal teams to ensure smooth patient flow and efficient operations.
- Managed front desk operations, greeting and registering patients and visitors.
- Verified insurance details and supported claims processing.
- Scheduled and confirmed appointments using clinic software.
- Handled calls, emails, and inquiries with professionalism and courtesy.
- Maintained a welcoming and well-organized reception area to enhance patient experience.
- Made marketing calls to promote services and follow up with clients.
- Coordinated with the pharmacy for prescription requests and client needs

### OPERATIONS & ADMINISTRATION

(2024)

#### TRAVANCORE MEDICITY HOSPITAL

- Managed daily hospital operations and supervised staff for smooth workflow.
- Maintained records and prepared operational and budget reports.
- Facilitated effective communication between staff and hospital management.
- Oversaw insurance claims and ensured timely reimbursements.
- Monitored critical care units during emergencies to support patient needs.
- Assisted in procurement by evaluating suppliers and managing purchases.

## CERTIFICATION

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- Level 6 International Diploma in Healthcare Management
- Personality Development & Life Skill Training
- International Healthcare Management

## TECHNICAL SKILLS

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- Appointment Scheduling
- Insurance Verification
- Data Management
- Document Control
- CRM Systems
- Email & Phone Communication
- Report Preparation
- Inventory Management
- Budget Monitoring
- MS Office (Word, Excel, Outlook)

## DIGITAL SKILLS

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- SAP
- TALLY
- MS WORD
- POWER POINT
- MS EXCEL
- CWPDE
- DATA ENTRY

## SOFT SKILLS

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- Clear Communication
- Strong Organization
- Problem Solving
- Team Collaboration
- Customer Focus
- Flexibility

## PERSONAL DETAILS

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- Date of Birth : 23/08/2002
- Nationality : Indian
- Gender : Female
- Marital Status : Single

## LANGUAGES

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- English
- Hindi
- Arabic
- Tamil
- Malayalam