



SHINIMOL V

FRONT OFFICE EXECUTIVE / RECEPTIONIST

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About Me

Enthusiastic and professional Front Office Executive / Receptionist with 10 years of experience in managing front desk operations, handling patient inquiries, and coordinating office tasks in a hospital environment. Proficient in communication, multitasking, and maintaining a pleasant atmosphere for clients and staff. Trained in Post Graduate Diploma in Hospital Administration from the National Skill Education Mission, enhancing my ability to support hospital workflow and administrative excellence. Looking to leverage my skills in a dynamic and customer-focused workplace.

Key Skills

- Front Desk Management
- Patient Interaction & Support
- Appointment Scheduling
- Filing & Record Keeping
- MS Office, Tally, Financial Software
- Multitasking & Office Coordination
- Telephone & Email Etiquette
- Visitor Management
- Cash and Card Handling

Personal Details

Visa Status: Visit Visa
Gender: Female
Marital Status: Married
Nationality: Indian

Experience

Front Office Executive / Receptionist 2015 - Present
Nahas Hospital, Parappanangadi

- Welcomed and assisted patients and visitors in a professional and friendly manner.
- Managed telephone calls, routed inquiries, and scheduled appointments.
- Maintained digital and physical records and ensured confidentiality.
- Helped patients complete registration and insurance forms.
- Coordinated inter-department communication effectively.
- Implemented a visitor management system that improved patient flow by 13%.

Front Office Assistant 2012 - 2015
Class Entrance Coaching Centre, Tirur

- Handled student inquiries and administrative coordination.
- Supported scheduling and assisted instructors with documentation.
- Managed the reception and telephone operations.

Education

Bachelor of Commerce (B.Com)

University of Calicut – 2007

Higher Secondary – Commerce

- Kerala State Board – 2004

Certification

- Post Graduate Diploma In Hospital Administration
National Skill Education Development Mission
- Certificate in Computerized Financial Accounting
- Front Office Management and Communication Skills

Languages Known

English , Hindi , Malayalam ,Tamil