



# AHAMMED SHEBEER

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## Profile

Dedicated healthcare professional with over 8 years of experience in patient relations and administrative roles. Currently serving as Duty Manager NMC Royal Hospital, MBZ City, Abu Dhabi, I excel in patient care and communication. I am committed to enhancing service quality and patient experiences.

## Education

### IATA-UFTAA Foundation

Manjeri, 2012-2013

### Bachelor of Business Administration

Calicut University, 2009-2012

### Class XII (Commerce)

CBSC Kendriya Vidyalaya Malappuram, 2009

## Personal Information

**Date of Birth:** April 27, 1990

**Gender:** Male

**Religion:** Islam

**Marital Status:** Married

**Nationality:** Indian

**Passport No:** W2840614

**Visa Status:** Visit Visa

## Work Experience

### NMC Royal Hospital, MBZ City, Abu Dhabi

#### *Duty Manager*

2022 - 2025

- Oversee daily hospital operations, ensuring quality patient care and adherence to health regulations.
- Coordinate with medical staff to streamline patient services and address any operational issues.
- Implement and monitor protocols to enhance patient safety and satisfaction.
- Manage staff scheduling and training, fostering a collaborative team environment.
- Respond to emergencies and critical incidents, making swift decisions to ensure patient and staff safety.

### Bareen International Hospital, Abu Dhabi, UAE

#### *Covid-19 Drive thru In charge-*

(2021-2022)

- Coordinating hospital and clinics for collecting sample and publishing results
- Supervising and job assigning for sample collection teams.

#### *Fever clinic Incharge*

(2020-2021)

- Oversaw operations in the fever clinic, ensuring patient care was prioritized.
- Acted as the point of contact for patient relations, addressing concerns and enhancing patient satisfaction.

### Los Angeles Hospital Management, Abu Dhabi, UAE

#### *Medical Receptionist*

June 2018 - November 2020

- Welcomed patients, managed appointments, and maintained accurate patient records.
- Handled inquiries via phone and in person, ensuring effective communication and support.
- Processed payments and managed patient accounts while maintaining confidentiality of personal information.

### Amrita Medical Centre, Abu Dhabi, UAE

#### *Medical Receptionist*

November 2014 - June 2018

- Answered multi-line phones, managed patient intake, and processed insurance information.
- Scheduled appointments, maintained EHR, and provided support to patients regarding their healthcare needs.

## **Rahman Travels, Manjeri, India**

### *Customer Care cum Accountant*

2012 - 2014

- Attracted potential customers by providing information on travel packages and services.
- Maintained customer records and resolved service issues, ensuring customer satisfaction.

## **Al Shifa Hospital Pvt. Ltd., Kerala, India**

### *Customer Care cum Cashier* (Part-time)

2011 - 2012

- Managed patient interactions with professionalism and empathy, billing patients and processing payments.
- Liaised with healthcare professionals to coordinate patient care and appointments.

## **Trainee, Travel Industry**

### *IATA Certified*

2010 - 2011

- Assisted in booking travel arrangements and provided client advice on destinations and travel trends.

## **Skills**

- Excellent communication and presentation abilities
- Strong negotiation and networking skills
- Proven customer service and relations expertise
- Detail-oriented with strong organizational skills
- Ability to multitask and work collaboratively
- Proficient in MS Office, Tally, and Peachtree

## Reference

Sreerag Pradeep 0552503945

Disha saldana 0588086762