



Faeza Shirin

Date of birth: 18/08/1998 **Nationality:** Indian

Location: Al Nahda, Sharjah, United Arab Emirates

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Visa Status: Spouse Visa

Profile

Motivated and detail-oriented administrative professional with hands-on experience in hospital operations, front office management, and administrative coordination. Holding a Diploma in Hospital Administration and a Bachelor's in English Language and Literature, I bring a structured approach to optimizing workflows and ensuring compliance with healthcare regulations. I am also capable of handling receptionist duties, front office management, and administrative coordination not only in hospitals but also in other leading companies. Seeking a responsible role in hospital or office administration to support smooth operations and enhance service quality.

Work Experience

06/2024 – 10/2024
India

Trainee – Hospital Administration | PVS Sunrise Hospital Pvt | Kerala

- Scheduled hospital staff to maintain workflow efficiency.
- Ensured compliance with healthcare laws and internal regulations.
- Improved patient care quality and optimized service standards.
- Maintained detailed service and equipment records.
- Communicated goals and expectations to departments effectively.

05/2023 – 11/2023
India

Front Office Receptionist | Moulana Hospital Pvt | Kerala

- Welcomed and guided patients and visitors to the correct departments.
- Handled appointment scheduling and maintained patient records.
- Provided administrative support through phone and email communication.
- Managed reception area operations including call routing and room booking.

07/2022 – 03/2023
India

Front Office Receptionist | EMS Hospital Pvt | Kerala

- Answered in-person, phone, and online inquiries.
- Directed patients to respective services and departments.
- Managed front-desk traffic, appointment schedules, and meeting rooms.
- Assisted with internal communication and administrative documentation.

02/2022 – 05/2022
UAE

Business Development Executive | Prime 9 Technology Pvt

- Identified and addressed client requirements with tailored solutions.
- Maintained client databases and tracked feedback for service improvement.
- Negotiated and closed business deals aligned with strategic objectives.

05/2020 – 01/2021
India

Assistant Accountant | Kairali Ads Online and Offline Pvt | Kerala

- Prepared financial reports and statements on a monthly basis.
- Assisted with payroll management and contract negotiations.
- Promoted service packages and contributed to account management.

Education

- **Diploma in Hospital Administration | 2023 – 2024**
- **Bachelor of Arts in English Language and Literature | 2017 – 2020**
- **Higher Secondary in Computer Science | 2015 – 2017**

Core Competencies & Skills

- **Hospital administration & clinical operations:** Experienced in managing daily hospital workflows, supporting medical staff, and ensuring smooth facility operations.
- **Patient coordination & visitor management:** Skilled in guiding patients through registration, appointments, and follow-ups to enhance service efficiency.
- **Front office & reception management:** Proficient in operating front desk systems, greeting guests, and managing calls and inquiries professionally.
- **Scheduling & calendar management:** Able to organize staff schedules, appointments, and meeting rooms with accuracy and timeliness.
- **Healthcare compliance & documentation:** Knowledgeable in maintaining records and ensuring adherence to healthcare policies and local regulations.
- **EMR (Electronic Medical Records) familiarity:** Comfortable using EMR systems to input, update, and retrieve patient records and medical data.
- **Appointment handling & records management:** Efficient in booking, updating, and managing appointments while maintaining accurate records.
- **Basic accounting & financial reporting:** Experienced in preparing financial statements, handling payroll support, and expense tracking.
- **Healthcare regulations & hospital procedures:** Understanding of medical protocols, patient privacy laws, and operational guidelines.
- **Office administration & clerical operations:** Capable of managing correspondence, filing systems, office supplies, and general administrative duties.
- **MS Office Suite (Word, Excel, Outlook):** Proficient in using MS Office tools for documentation, spreadsheets, and communication tasks.
- **Team coordination & communication flow:** Able to collaborate with internal teams and ensure effective communication between departments.
- **Database entry & client records maintenance:** Experienced in accurate data entry and organizing client and patient records securely.
- **Customer Service Excellence:** Strong ability to address client needs with empathy and efficiency, ensuring a positive service experience.
- **Complaint Handling & Conflict Resolution:** Skilled in resolving issues promptly and maintaining professionalism in high-pressure environments.

Languages

English | Hindi | Malayalam | Tamil

References

Available upon request.