

ANAGHASREE P

Dubai, UAE | +971 56 727 4873 | anahasreets@gmail.com

LinkedIn: <https://www.linkedin.com/in/anahasree-p-932185235>



PROFESSIONAL SUMMARY

Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learning.

To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

PROFESSIONAL EXPERIENCE

➤ Burjeel Hospital for Advanced Surgery, Dubai, UAE

Guest Relations Executive – Physiotherapy Department | Jul 2025 – Present

- Welcome patients and assist them with registration and inquiries
- Answer phone calls and respond to email politely
- Arrange callbacks when requested
- Book, reschedule or cancel appointments and update appointment details in the SAP system
- Address patient concerns calmly, escalate when necessary, and ensure a positive experience
- Guide patients about insurance approvals
- Generate invoices and collect payments (cash, card or online) and maintain billing record
- Maintain professionalism, teamwork, and adhere to policies; assist with insurance or billing guidance if required

➤ Aster DM Healthcare, Dubai, UAE

Customer Care Associate | Jan 2024 – Dec 2024

- Creating a welcoming and compassionate environment for patients and their families
- Scheduling patient appointments for consultations, treatments, or procedures
- Assisting patients with the registration process, including gathering personal, insurance, and medical history information
- The ability to resolve patient issues effectively, often while working under pressure
- Handle billing and cash counter duties and maintaining the billing records

➤ Nesto Group, India

HR Executive | Sep 2022 – Jan 2024

- Facilitated full-cycle recruitment, on-boarding, and orientation of new hires.
- Composed employment letters and managed employee records and attendance.
- Coordinated PMS reviews and appraisals, issued performance-related notices.

- Maintained HRMS records: employee lifecycle updates, LOP, transfers, and terminations.
- Supported internal communications, benefits coordination, and HR documentation.
- Played a key role in visa coordination and policy communication to employees.

➤ **Reliance Jio Infocom Ltd, India**

HR Intern | Mar 2022 – Aug 2022

- Assisted with recruitment drives, on-boarding, and engagement activities.
- Supported training coordination and developed internal HR reports.
- Conducted exit interviews and managed documentation for departing employees

EDUCATION

Master of Business Administration (MBA), SNES IMSAR, Calicut – 2022

Bachelor of Business Administration (BBA), Zamorins Guruvayurappan College, Calicut – 2020

KEY SKILLS

Recruitment & Onboarding, HRMS & Employee Records Management, Orientation & Employee Communication, Benefits & Visa Coordination, Training & Development, HR Documentation & Reporting, SAP, Office Administration, Employee Relations, Strong Interpersonal & Communication Skills, Time Management & Multitasking, Attention to Detail & Confidentiality

PROJECTS

- Employee Satisfaction Study – Cubix Footwear Pvt. Ltd.
- Leadership Skills & Entrepreneurial Impact – MBA Project
- Investor Attitude Toward Post Office Savings – BBA Project

ADDITIONAL ACHIEVEMENTS

- HR Club Coordinator - SNES IMSAR
- Management Fest Coordinator - Zamoria 2020
- Active Member - Rotaract Club
- Organized academic and cultural events across graduate and post-grad levels

PERSONAL DETAILS

Date of Birth: 09 May 1999

Marital Status: Married

Nationality: Indian

Visa Status: Employment Visa