



famidhamusthafa@gmail.com



971527065064



Dubai, United arab emirates  
500001

## EDUCATION

Master of Science, Biosciences  
**Jamia millia islamia university**, Delhi, India  
July 2023

Bachelor of Science, Botany  
**Mes kalladi college**,  
Mannarkad, India  
June 2019

## LANGUAGES

**Malayalam** Native

English C1  
Advanced

Arabic B1  
Intermediate

Hindi B1  
Intermediate

# FAMIDHA MUSTHAFA

## PROFESSIONAL SUMMARY

Hospital Administration and Patient Relations professional with healthcare experience in Saudi Arabia and India, and current administrative experience in the UAE. Skilled in patient coordination, front-desk operations, appointment scheduling, medical documentation, and inter-department coordination. Strong communication skills with a patient-focused approach, ensuring confidentiality and smooth hospital workflow.

## SKILLS

- Medical staff supervision
- Medical terminology familiarity
- Risk management protocols
- Risk management in healthcare
- Healthcare systems understanding
- Data analysis capability
- Patient satisfaction assessment
- Hospital performance metrics analysis
- Hospital operations understanding
- Inventory control in healthcare
- Hospital policy development
- Data privacy regulation compliance
- Patient experience enhancement
- Department coordination mastery
- Healthcare it systems proficiency
- Electronic health records competence

## WORK HISTORY

August 2025 - current

**Golden wing Tourism - Administrative assistant**, Dubai, United arab emirates

- Updated company databases by inputting new employee contact information and employment details.
- Supported accurate record-keeping with proficient data entry skills.
- Interacted professionally with clients providing excellent service at all times.

June 2022 - July 2023

**Safa medical center - Hospital administration**, Dammam, Saudi Arabia

- Carried out day-to-day duties accurately and efficiently.
- Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.
- Successfully delivered on tasks within tight deadlines.
- Increased customer satisfaction by resolving issues.
- Offered friendly, efficient customer service and handled challenging situations with ease.

May 2018 - April 2019

**Mother Care Hospital - Patient relations coordinator**, Palakkad, India

- Carried out day-to-day duties accurately and efficiently.
  - Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.
  - Successfully delivered on tasks within tight deadlines.
  - Delivered exceptional customer service by proactively listening to concerns and answering questions.
  - Completed customer orders with speed and accuracy.
  - Used Microsoft Word and other software tools to create documents and clear communications.
  - Applied positive customer service approach to increase satisfaction levels.
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## **ADDITIONAL INFORMATION**

Immediately available

Currently in dubai

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## **CERTIFICATIONS**

- HACCP Level 3 – Highfield UK
- Advanced Diploma in Clinical Research (GCP & documentation)
- Certificate in Good Clinical Practices