

Mohammed shahid

Position: PATIENT COORDINATOR

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CAREER SUMMARY

I have four years of experience in administrative works, as well as expertise in hospitals and the medical field. Unmatched planning, team-building, and problem-solving skills. Dedicated to enhancing efficacy and efficiency in the provision of care.

EMPLOYMENT HISTORY:

NMC Oxford Medical Center, Abu Dhabi - UAE (Sep2021- June 2025)

Position: Guest service Executive

- Manage insurance process at clinic level, dialy accounts, evaluate patient flow and distribution.
- Effectively monitor internal and external referrals to NMC entitles and coordinate with marketing team.
- Conduct Routine checks in treatment rooms, Procedure rooms to ensure best quality and on injections vaccines and lab reagents expiry dates.
- Schedule and implement monthly duty roaster.
- Manage waiting time of patients appointments to be minimum possible .No patient should be left unattend morethan 15 minutes from the time they arrive & Obtain and review patients feedback.
- Revenue enhancement at doctor level and clinic level, Increase in patient numbers especially new patients & Cost reduction and control cash flow.
- checking the quality of service provided.
- Documentation

Burjeel Hospital, Abu Dhabi - UAE

(sep 2020 -Aug 2021)

Position : Customer service Executive/ Biller

- Managing a team of representative offering customer support.
- Conducting quality assurance surveys with customers and providing feedback to the staff
- Handling monthly petty cash and updating accounts on a daily basis
- Obtain Insurance information from patient process patient billing

Pallak Ayurvedic, Kottakkal - INDIA

(JUL2019 -Aug 2020)

Position : / HR Assistant/Office administrator

- Maintains accurate and up-to-date human resources files, records and documentation
- Work with managers to create a job post
- Training team member, setting strategy and monitoring process
- Source and recruit candidates by using databases.

EDUCATION

- **Bharathiar University, Masters in MBA human resources Management, Pursuing**

- **Calicut University , Bachelor of travel and tourism management Aug 2016 - Apr 2019**

CERTIFICATIONS s COURSES.

- IATA Travel C tourism speedwings academy of airline studies - kochi, Kerala (Jul 2018)
- NAAC Sponsored National seminar on Tourism promotion and Sustainable Development 2017
- Diploma in Logistic and management .

PERSONAL DETAILS

DOB: 11/09/1996

Nationality: Indian

UAE - Valid driving license (2858856)

TECHNICAL SKILLS

HIS compatibility-SAP

Word C Excel

HIS -INSTA

CORTEX