



ADHEENA AZIF

FRONT DESK ADMINISTRATOR

Professional Summary

Experienced Senior Receptionist with a strong background in facilitating effective communication between organizations and clients. Skilled in maintaining building directories, emergency contact lists, and handling daily administrative tasks. Proficient in coordinating company events, meetings, and client visits while managing general office duties and supplies. Known for delivering exceptional service with a professional and approachable demeanor.

Professional Experience

FRONT DESK ADMINISTRATOR


Medcare Medical Center, Dubai | June 2025– Present

- Greet and assist patients and visitors in a professional and friendly manner.
- Answer phone calls, schedule appointments, and manage the clinic's appointment system.
- Register patients, update personal and medical information, and maintain accurate records.
- Verify insurance details, collect co-pays, and process billing transactions.
- Manage front desk operations, including check-in/check-out procedures.
- Handle patient inquiries, provide information, and direct them to the appropriate department.
- Ensure medical records and patient information remain confidential and secure.
- Coordinate with doctors, nurses, and other healthcare staff for smooth operations.
- Maintain cleanliness and organization of the reception and waiting area.


FRONT DESK EXECUTIVE & ADMIN

Al Noor Poly Clinic, Dubai | Jan 2015 – Dec 2024

- Visitor Management: Ensure a welcoming and professional atmosphere by greeting and assisting visitors, clients, and staff promptly and courteously.
- Phone and Email Coordination: Manage incoming phone calls and emails, directing them to the appropriate departments or providing accurate information to clients and staff.
- Appointment Scheduling & Calendar Management: Organize and maintain calendars for senior management, schedule meetings, and coordinate appointments to maximize efficiency.

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 DUBAI, UAE

Profile

Date of Birth: 07/04/1993

Gender: Female

Nationality: Indian

Visa Status: Spouse Visa

Core Skills

- Patient Registration and Scheduling
- Medical insurance claim processing
- Billing and Cash collection
- Front Desk & Reception duties
- Administrative & Clerical support
- Customer Service Excellence
- Tally, Microsoft Office (Excel, Word)
- Typing Speed

Languages

- English
- Hindi
- Tamil
- Malayalam

Software Proficiency

- Trackcare
- Medas
- Simplex

- **Administrative Support:** Provide essential administrative support, including data entry, filing, processing mail, and maintaining office supplies to ensure smooth office operations.
- **Reception Area Maintenance:** Oversee the organization and cleanliness of the reception area, ensuring it is tidy, professional, and presentable at all times.
- **Team Supervision & Staff Training:** Supervise junior reception staff, provide training, and assist with onboarding new employees to ensure consistency and adherence to office standards.
- **Customer Service Excellence:** Address client inquiries, resolve issues, and ensure a high level of customer satisfaction, maintaining a positive company image.
- **Confidential Information Handling:** Safeguard confidential information and ensure compliance with privacy policies, demonstrating professionalism and discretion.
- **HR Assistant Support:** Provide administrative support to the HR department, assist with recruitment processes, maintain employee records, and help with onboarding and orientation of new hires.

FRONT DESK EXECUTIVE & ADMIN

Abeer Alnoor Polyclinic, Dubai | Jan 2025 – May 2025

- **Front Desk Management:** Greet and assist patients in a professional and welcoming manner, handle patient check-ins/check-outs, and manage appointment scheduling.
- **Patient Communication:** Answer phone calls, respond to patient inquiries, and provide information about medical services, appointments, and clinic hours.
- **Records Management:** Maintain and update patient records, ensure data accuracy, and manage sensitive patient information in compliance with healthcare regulations.
- **Billing and Payments:** Process patient payments, handle insurance claims, and manage billing-related inquiries.
- **Appointment Coordination:** Schedule, reschedule, or cancel patient appointments efficiently while managing the clinic's calendar.
- **Office Administration:** Perform general administrative tasks such as filing, scanning documents, and managing office supplies.

Education

- **BBA-Bachelor of Business Administration in HR (Human Resource)** University of Kerala - 2014

Certifications

- Data Entry
- Tally
- Accounting Practice
- Medical Coding