

SOORAJ NAIR

☎ +971 55 670 8207 | ✉ sooraj234786@gmail.com | 🇮🇳 India (Willing to relocate)

PROFESSIONAL SUMMARY

Master's-qualified Social Worker (Medical & Psychiatry) with 5+ years' experience in hospital patient relations, psychiatric & community social work, case management and multidisciplinary coordination. Experienced in crisis intervention, discharge planning, and patient advocacy across multicultural settings. Ready to relocate regionally and support community and health services under employer sponsorship.

KEY SKILLS

- Case management
- Mental health & psychosocial support
- Crisis intervention
- Discharge planning
- Patient advocacy
- Multidisciplinary liaison
- Confidential documentation
- Training & staff mentoring
- Multilingual: English (fluent), Hindi, Malayalam, Marathi

EMPLOYMENT

Patient Relations Executive — Emirates Hospitals Group (iCARE), Dubai | Feb 2025 – Aug 2025

- Liaised with 200+ patients/families; resolved complaints and improved patient satisfaction through targeted action plans.

- Led patient feedback surveys and implemented communications workshops for clinical staff.

- Provided psychosocial support to patients with acute/chronic conditions.

Admin Supervisor – Billing — Burjeel Daycare Surgery Centre, Abu Dhabi | Aug 2024 – Jan 2025

- Supervised billing across three facilities; improved billing accuracy and reduced discrepancies.

- Managed insurance eligibility checks for surgical admissions; trained staff on compliance.

Customer Service & Billing Executive — Aster DM Healthcare, Dubai | Feb 2022 – Mar 2024

- Coordinated admissions and insurance claims; maintained confidential patient records; provided emotional support and referral coordination.

Medical & Psychiatric Social Worker — Samruddha Democracy Development Trusts, India | Jul 2016 – Mar 2019

- Delivered individual & group therapy, community rehabilitation programs, and coordinated with healthcare teams to improve access to mental health services.

EDUCATION

Master of Social Work (Medical & Psychiatry), Kodaikanal Christian College, India | 2016

Bachelor of Arts (Political Science), Shivaji University, India | 2014

REGULATORY / PROFESSIONAL NOTES

AASW eligibility: willing to complete any required bridging/assessment immediately.

Willing to complete local registration, police checks, or credential translations as required by employer.