

Sana Hazra
Dubai, UAE
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Career Objective:

Seeking an opportunity in an environment of growth and excellence at a reputable organization which provides me job satisfaction and self-development and helps me to achieve personal as well as organization goals. Eager to grow professionally while making meaningful contributions and advancing my skills.

Work Experience

- ❖ **Worked as a Receptionist cum Telephone Operator in Medical Specialists Center, Dubai from September 2023 to September 2025.**

Job Tasks and Responsibilities:

As a Receptionist:

- Greeting patients and visitors, answering inquiries and directing them to the appropriate staff or resources.
- Addressing patient concerns and helping them feel comfortable.
- Using clinic software, insurance portals and other forms of technology to complete all necessary procedures of patient registration.
- Processing patient payments, co-payments, and insurance information.
- Handling billing inquiries and assisting with the processing of insurance claims and verify patient coverage.
- Using technological skills, such as using word processing and spreadsheet programs to track data.
- Maintain accurate and up-to-date patient records, including demographic information, medical history, insurance details, and appointment schedules, ensuring confidentiality.
- Perform various administrative tasks, such as filing paperwork, scanning documents, processing medical records requests, and coordinating referrals to specialists, to support office operations and ensure smooth workflow.

- Distribute and collect medical forms, consent forms, and patient information packets, ensuring completion and accuracy, and assisting patients with filling out forms as needed.
- Ensure the reception area, waiting room, and front desk area are clean, organized, and well-maintained at all times, removing clutter, replenishing supplies, and adhering to infection control protocols.

As a Telephone operator:

- Greeting callers and answering questions in a polite and professional manner.
- Transferring calls to the correct person or extension.
- Making outgoing calls for appointments and bookings.
- Taking messages for departments and management.
- Keeping a record of outgoing calls, private calls, and other information.
- Answering general questions about hours of operation, directions, and other information.
- Operating a telephone switchboard, computer and other office equipments.
- Reading and responding to emails, chats and messages.
- Communicate effectively with healthcare providers, nurses, and other clinical staff to relay patient information, schedule appointments, coordinate referrals, and address patient concerns or requests.
- Respond to patient inquiries, concerns, and requests for assistance, providing information, guidance, and assistance in a courteous and professional manner to ensure patient satisfaction and resolve issues promptly.
- Training new operators or substitutes.

❖ **Worked as a Front Desk Receptionist for 2 years in Al Mashaher Medical Centre, Dubai.**

Job Tasks and Responsibilities:

- Greeting patients and visitors according to established protocols.
- Answering incoming calls, deal with inquiries and transfer calls as required.
- Scheduling appointments between doctors and patients.
- Comforting patients by anticipating anxieties and effectively answering questions.
- Assisting patients to complete all necessary forms and documentation including medical insurance.
- Ensuring patient information is accurate including billing information.
- Verifying financial records and collecting co-pays and payments.
- Communicating medical results to patients under clinical supervision.
- Maintaining confidentiality of all doctor, staff, and patient information.
- Ensuring reception area is well maintained, neat and clean.

- Maintaining business inventory such as checking supplies, scheduling equipment and maintenance repairs.
- Completing other clerical duties as assigned.
- Adhering to policy and procedures during all activities.

❖ **Worked as a Teacher in Al Ihsan English Medium School, Karnataka, India**

Job Tasks and Responsibilities:

- Planning and preparing lessons.
- Encouraging student participation.
- Maintain a tidy and orderly classroom.
- Researching and developing new teaching materials.
- Research and implementing new teaching methods.
- Marking student work and recording performance.
- Setting assessments and overseeing examinations.
- Providing learners with one-to-one support.
- Plan and execute educational in-class and outdoor activities and events.
- Communicating effectively with other teachers and educational organizations.

Educational Qualification:

- ❖ B.Sc. in Computer Science from Mangalore University, Karnataka State, India with an aggregate of 79%.
- ❖ Class 12th (Karnataka Board) in PCMC (Physics, Chemistry, Mathematics, Computers) combination with an aggregate of 68%.
- ❖ Class 10th (Karnataka Board) with an aggregate of 88%.

Technical Skills:

- ❖ Microsoft Office (Word, Excel, PowerPoint)
- ❖ Programming knowledge and Data base skills (C, C++, Linux, Java Basics, HTML, SQL, PL/SQL, VB.net, Oracle)

Personal Attributes:

- ❖ Quick learner
- ❖ Good communication and explanation skills
- ❖ Can easily adapt to new and changing situations
- ❖ Confident, hardworking, optimistic and determined

Personal Details:

Name	Sana Hazra
Father's Name	Abdul Gafoor
Date of Birth	14-07-1992
Gender	Female
Marital status	Single
Nationality	Indian
Passport No.	C1605734
Languages	English, Hindi, Urdu, Kannada
Hobbies	Reading, Writing, Cooking

Declaration:

I hereby declare that all details given in this Resume are true to the best of my knowledge.

Thanking you,
Sana Hazra