



# NEERAJ R



+971502697362



[neerajrm769@gmail.com](mailto:neerajrm769@gmail.com)



Dubai, UAE



<https://www.linkedin.com/in/neeraj-rm-31a1b9368>

**VISA** Visiting Visa

## EDUCATION

- **Post Graduate Diploma in Goods & Services Taxation | 2020**  
Gulathi Institute of Finance & Taxation, Trivandrum, Kerala, India
- **Bachelor of Commerce | 2013**  
Calicut University, Kerala, India
- **Diploma in Hotel Management**  
Regional Hi-Tech College of Management and Engineering, Kozhikode, Kerala, India

## KEY SKILLS

- Patient coordination and support
- Medical records management
- Insurance & reimbursement processing
- Quality control & accreditation documentation
- Report writing and documentation
- Data entry and database management
- Staff coordination & communication
- Record keeping & file management
- Email & correspondence handling
- Departmental report preparation
- Office Supplies & Procurement
- Front Desk Management
- Document Control & Organization
- Administrative Assistance
- Record filing & organization
- Phone handling & inquiry support
- Appointment & meeting scheduling
- Basic accounting & bookkeeping
- Communication Skills

Result-driven Office Administration Professional with 11 years of solid experience in clerical support, hospital administrative services, and daily office operations. Skilled in maintaining organized filing systems, coordinating appointments, handling correspondence, and supporting high-pressure healthcare environments. Demonstrates excellent time management, communication, and multitasking skills with a commitment to maintaining workflow efficiency and service excellence. Looking to secure a responsible position in a progressive organization where I can utilize my administrative expertise to streamline operations and contribute to long-term success.

## FRONT OFFICE ASSISTANT

### WORK EXPERIENCE

*Nov 2022 – Apr 2025*

#### **FRONT OFFICE ASSISTANT**

#### **MALABAR CANCER CENTRE**

(Post Graduate Institute of Oncology Sciences and Research ) is a 204 bedded NABH accredited Hospital (2020), NABL accredited Hospital (2023) under the Department of Health and Family Welfare, Government of Kerala)

- Handled multi-functional responsibilities across Reception, Registration, Admission, Certificate issuance, Insurance counter, and Cash counter.
- Served as Personal Assistant to the Hospital Administrator in the Clinical Administration and Public Relations Department.
- Assisted in preparing minutes for HMC, SKE, Incident Review, Public Meeting, and Dormitory Review committees.
- Maintained updated charts of committees, meeting dates, and performance tracking.
- Coordinated schedules and documentation for meetings attended by the Hospital Administrator and helped prepare Action Taken Reports (ATRs).
- Compiled monthly departmental reports and prepared monthly summaries for hospital administration.
- Managed patient-related administrative processes such as registration, admission, cost counseling, scheme documentation, and OP/IP satisfaction surveys.
- Contributed to report preparation and follow-up activities related to quality accreditation compliance.
- Resolved patient complaints and concerns effectively, ensuring proper documentation and follow-up until closure.
- Assisted patients with financial aid coordination for treatment.
- Organized internal trainings, hospital meetings, functions, maintenance schedules, and feedback documentation, including photo records.

*04<sup>th</sup> Jan 2022 – 31<sup>st</sup> Oct 2022*

#### **ADMINISTRATIVE ASSISTANT TRAINEE**

#### **MALABAR CANCER CENTRE THALASSERY, KERALA, INDIA(PGIOSR)**

- Assisted in daily administrative operations across various departments including patient services, documentation, and front desk coordination.
- Managed data entry tasks, record-keeping, and maintenance of patient files and administrative documents.
- Supported patient registration, admission, and discharge processes ensuring smooth workflow and accurate documentation.

## AWARD

- **Rashtrapati Scout and Guide Award**  
– Conferred by the President of India for outstanding leadership, community service, and dedication to the Bharat Scouts & Guides movement. (*Highest national-level recognition in scouting*)

## ACHIEVEMENTS

- Successfully managed patient registration and admission processes, ensuring zero delays and high patient satisfaction.
- Streamlined appointment scheduling system, reducing wait times by 25%.
- Assisted in compiling and submitting monthly hospital performance reports on time for 100% of review cycles.
- Supported hospital administration in organizing public events, training sessions, and meetings.

## COMPUTER SKILLS

- MS Office
  - ✓ Word
  - ✓ Excel
  - ✓ PowerPoint

## ADDITIONAL INFO

- Nationality : Indian
- Date of Birth : 23/04/1991
- Marital Status : Single
- Passport No : C8010039
- Date of Expiry : 23/02/2035
- Address : 16A Street,  
Mariyam  
Lootha  
Building  
104, Al  
Khabaisi,  
Dubai,UAE

## REFERENCES

- **Anitha T**  
Hospital Administrator  
Malabar Cancer Centre (PGIOSR)  
Thalassery  
Ph:0490-2399307  
[hamcctly@gmail.com](mailto:hamcctly@gmail.com)
- **Padmakumar C S**  
PublicRelationOfficer  
Malabar Cancer Centre (PGIOSR)  
Thalassery  
Ph:0490-2399229  
[publicrelationsmctly@gmail.com](mailto:publicrelationsmctly@gmail.com)

- Provided support in organizing hospital meetings, trainings, and events including logistics and minute preparation.
- Helped prepare and organize internal reports, schedules, and official correspondence.
- Assisted senior administrative staff with tasks related to hospital quality standards, audits, and compliance activities.
- Interacted with patients and visitors, addressing queries and guiding them to the appropriate departments.

*01<sup>st</sup> Oct 2015 – 31<sup>st</sup> Mar 2021*

### **ACCOUNTANT CUM OFFICE CLERK**

**SREE NARAYANA HIGHER SECONDARY SCHOOL, VATAKARA, KERALA, INDIA**

- Maintained and updated accurate financial records including daily transactions, receipts, and payments.
- Prepared budgets, financial statements, and monthly expense reports for school management.
- Handled payroll processing, staff salary disbursements, and statutory deductions like PF and ESI.
- Managed fee collection from students and maintained fee registers and receipts.
- Maintained inventory of office and academic supplies, and prepared requisitions for procurement.
- Assisted in school admission procedures and documentation of student records.
- Handled correspondence, filing, and maintained organized records of official communications and government documents.

*21<sup>st</sup> Nov 2013 – 05<sup>th</sup> Dec 2014*

### **JUNIOR EXECUTIVE TRAINEE – DEALER (T-2)**

**GEOJITH BNP PARIBAS THALASSERY BRANCH, KERALA, INDIA**

- Executed equity and derivative trades on behalf of clients through NSE and BSE platforms.
- Monitored real-time stock market fluctuations and provided timely updates to clients.
- Assisted clients with investment decisions by analyzing market trends and financial reports.
- Ensured regulatory compliance during trading and documentation as per SEBI guidelines.
- Maintained client portfolios, processed account opening forms, and updated KYC records.
- Handled queries related to demat accounts, trading platforms, and transaction status.

*08<sup>th</sup> Dec 2009 – 09<sup>th</sup> Jun 2010*

### **STEWARD**

**F&B SERVICE DEPARTMENT AT VIJAYA PARK HOTEL, KOTTAYAM, KERALA, INDIA**

*17<sup>th</sup> Apr 2009 – 31<sup>st</sup> Oct 2009*

### **INDUSTRIAL TRAINEE**

**ROYALE REGENCY, KOLLAM, KERALA, INDIA**