

# Sheikh Mohammed Farhan

Front Office Executive

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## SUMMARY

Experienced professional with a strong background in customer service, operations management, and team leadership. Proven track record as a Front Office Executive in the healthcare sector, with a strong ability to manage front desk operations efficiently and precisely. Skilled in customer relations, technical troubleshooting, and sales operations, with experience spanning both retail and healthcare industries.

## EXPERIENCE

### Front Office Executive

Bangalore, INDIA

Uvincare Hospitals Pvt. Ltd.

01/2023 - 12/2024

Multi-specialty Hospital with ICU, NICU & Dialysis facilities.

- Scheduled appointments and coordinated surgeries, ensuring timely communication between patients and doctors.
- Managed front desk queries via phone, software, and email with a strong customer-service approach.
- Improved waiting area layout to enhance patient comfort and overall experience.
- Identified and escalated priority issues to the relevant departments for timely resolution.
- Maintained accurate billing and medical records with a focus on confidentiality.
- Recognized in customer service training for delivering high-quality patient interactions.

### Assistant Store Manager

Mangalore, INDIA

G-tech

11/2018 - 11/2022

Sales and Service of Kitchen Appliances.

- Oversaw store operations and prioritized customer satisfaction, ensuring smooth daily transactions.
- Led a team of technicians, improving workflow and maintaining high service quality.
- Resolved customer queries boosting customer retention and satisfaction.
- Developed strong skills in technical repair, team supervision, and financial oversight.

### Sales Executive

Mangalore, INDIA

Mobile World

08/2017 - 10/2018

Sales and Services of Multi-brand Mobiles Phones And Accessories.

- Consistently exceeded sales targets through effective product demonstrations.
- Delivered excellent customer service by assisting with product selection and handling inquiries.
- Conducted product demonstrations and communicated features and benefits to customers.
- Maintained current knowledge of mobile technology trend.
- Assisted with inventory management to ensure stock availability and store efficiency.

## EDUCATION

### Bachelor Of Commerce

Rosario College Of Management Studies - Mangalore University

07/2017 - Pursued

## SKILLS

### Core Administrative & Front Office Skills:

Front Desk Operations, Customer Service, Scheduling & Coordination, Knowledge of Medical Services & Specialties, Administrative Tasks, Multitasking, Cash Handling, Technical Troubleshooting

### Digital & Productivity Skills:

Microsoft Office Suite, ChatGPT for Office Productivity, Email & Communication Tools, Basic IT & Office Equipment Handling

## TRAININGS & CERTIFICATIONS

### Microsoft Office Suite – Completed Mar 2017

Trained in document creation, data entry, formatting, and presentation using Word, Excel, and PowerPoint.

### ChatGPT & AI Hacks with MS Office – Completed Apr 2023

Learned to use ChatGPT to enhance productivity in MS Word, Excel, and Outlook — including automated email writing, data summarization, and creating reports faster.

## STRENGTHS

### Exceptional Customer Service

Builds strong rapport with clients and enhances satisfaction.

### Administrative & Tech Proficiency

Streamlines operations through accurate record-keeping and system use.

### Multitasking Abilities

Manage tasks effectively in fast-paced environments.

## INDUSTRY EXPERTISE

### Front Office Operations

### Technical Support

### Retail Sales Operations

## VOLUNTEERING

### CME Event Support

Bangalore, INDIA

UvinCare Hospitals Pvt. Ltd.

- Assisted with registration and check-in for CME programs.
- Guided attendees and answered queries during sessions.
- Coordinated feedback collection post-event.

## KEY ACHIEVEMENTS

### Market Research – Discreet Visits to Medical Stores

Conducted discreet market research visits to local medical stores.

Collected unbiased feedback on hospital services and reputation.

Presented insights to management to drive service improvements.

## LANGUAGES

English

Urdu/Hindi

Malayalam

Kannada

## REFERENCES

### Mr. Rafi Shariff

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## DECLARATION

I hereby declare that the information provided in this resume is true and correct to the best of my knowledge. I take full responsibility for its accuracy and authenticity.