

FATHIMATH SHAHALA SULTHANA

RECEPTIONIST

Dedicated and detail-oriented Hospital Administration professional with expertise in healthcare operations, patient services, and administrative coordination. Skilled in medical records management, appointment scheduling, and supporting healthcare teams to ensure efficient hospital functioning. Strong communication and organizational abilities with proven capability to manage multiple tasks in fast-paced healthcare environments.

✉ sulthanaubaid4@gmail.com

☎ 0566424508

📍 AJMAN, United Arab Emirates

WORK EXPERIENCE

RECEPTIONIST

MEDSTAR HOSPITAL

Vadanamkurussi, Kerala, India

Medstar Hospital, Vadanamkurussi is a multi-specialty healthcare institution located in Palakkad district, Kerala. The hospital provides a wide range of medical services including general medicine, surgery, emergency care, pediatrics, gynecology, and diagnostic facilities. With a focus on patient-centered care,

Achievements/Tasks

- Assisted patients with registration, appointments, and inquiries. Handled front desk operations ensuring smooth workflow. Maintained accurate patient records and supported healthcare staff. Greeted and guided patients and visitors at the front desk. Managed patient registration and appointment scheduling.

RECEPTIONIST

RAYYAN EYE HOSPITAL

Edapal, Kerala, India

Rayyan Eye Hospital, Edappal is a specialized healthcare institution dedicated to comprehensive eye care services. The hospital provides advanced diagnostic, medical, and surgical treatments for a wide range of ophthalmic conditions, including cataract, glaucoma, corneal disorders, retinal diseases, pediatric ophthalmology, and refractive errors. Equipped with modern technology and staffed by experienced ophthalmologists and healthcare professionals, the hospital focuses on delivering high-quality, patient-centered eye care. Known for its ethical medical practices and community-oriented approach, Rayyan Eye Hospital serves as a trusted center for vision care in the Malappuram district and surrounding regions.

EDUCATION

Diploma in hospital administration.

Institute of ignite skill academy

2024

Kochi, Kerala

Bachelor of arts in english literature

MES Keveeyam College

2021 - 2023

Valanchery, Kerala

SKILLS

MS Office (Word, Excel), Hospital Management System (HMS) Handling Medical Records Management Appointment, Scheduling & Billing Data Entry & Documentation Email & Internet Handling Telephone & Front Desk Management, Basic Computer Troubleshootin

Communication & Interpersonal Skills Customer Service Orientation Teamwork & Collaboration Time Management & Organization Problem-Solving Adaptability & Flexibility Multitasking Ability Professional Etiquette Conflict Resolution Positive Attitude

LANGUAGES

English

Full Professional Proficiency

Malayalam

Full Professional Proficiency

Hindi

Full Professional Proficiency

INTERESTS

Traveling & exploring cultures

Cooking / experimenting with recipes

Research & technology in healthcare

healthy lifestyle activities

Volunteering in community health or eye care camps