



ASMINA SHAHABUDEEN

Well Experienced in Medical Administration

Location Preference: UAE (Dubai)

 asminaasiatic@gmail.com

 00971544580465

Profile Summary

A competent professional with well experienced in medical Administration. Proficient in improving systems & networks by resolving all kind of problems that are commonly encountered. Competent in implementing effective solutions to the client's needs with an aim to improve client contentment.

Steered Management functions for supporting day to day office administration tasks in the relevant department/ division and the supervisor of administrative staff. Possess skills to support and sustain a positive work environment that fosters team performance & experienced with major clients including Government of Kerala, Medical sectors in UAE. Responsible for the communication and coordination with internal and external individuals at all levels and assists in creating a smooth and productive working environment for the team.

Career Timeline



Patient Relations Executive

AL FUTTAIM HEALTH HUB

2021 MAY-2022 MAY

Senior Executive Operations

Aeromed International Rescue

HealthCare Services Dubai UAE

2018 FEB-2021 MARCH

Assistant Engineer

Kerala state small Industries Development

Corporation Limited. India (SIDCO)

2014 DEC- 2016 MARCH

Soft Skills

 Collaborator	 Communicator
 Thinker	 Planner

Education

B. Tech. (Electronics & Communications Engineering) from Kerala University, India in 2014

Training

Trained in medical Administration.

Major Clients Associated with

1. Government of Kerala, India
2. Rashid Hospital
3. NMC Hospitals
4. Al Zahra Hospital
5. Zulekha Hospital
6. Dubai Hospital
7. Mediclinic Healthcare
8. Med Care
9. Thumbay Hospitals

Work Experience

AL FUTTAIM HEALTH HUB, DUBAI FESTIVAL CITY,

PATIENT RELATIONS EXECUTIVE

Key Result Areas/Highlights:

- Responsible to ensure all the demographics data of patients had PCR test at Al Futtaim Health Hub are input perfectly in HASANA DHA program and observe strict confidentiality.
- Attending In bound calls and provide accurate, satisfactory answers to customer queries and concerns.
- Collaborating with other call center agents for the areas to be improved, understanding feedback from the client for the services offered and notifying management for any remedial measures to be taken.
- Use HASANA app managed by DHA
- Data Entry for COVID-19 patients (PCR testing Reports)
- Preparing and Sorting Documents for Data Entry
- Live Entries for PCR Tests on Daily Basis
- Maintain Data base of Clients on Daily Basis and directly coordination with DHA
- Checking the details of Patients, Billing and registration.
- Updating the Details

Classification: Internal

- File Management
- Prepare and mail billing statements.
- Resolve conflicts regarding payments and reimbursements.
- Participates in fostering a safe workplace.
- Assists in accurate and legible documentation of clinic forms.
- Assures every client is signed in and has completed clinic paperwork.
- Communicates effectively with client regarding the information that is needed.
- Responds to urgent customer needs in a timely and professional manner.
- Makes recommendations and implements process improvements.
- Participates in employee job safety analysis to eliminate hazards and prevent accidents.

Aeromed International Rescue Health Care Services Dubai,

Senior Executive

Key Result Areas/Highlights:

- Support the department in all administrative functions.
- Receive and assist patients as needed.
- Type medical documents.
- Maintain detailed patient and medical records.
- Manage Office communications.
- Schedule medical appointments.
- Work with insurance companies to process claims
- Process invoices, bills and payments.
- Ensure confidentiality of sensitive information.
- Managing sales and marketing team to improve sales.
- Arranging meeting with doctors and management heads at various hospitals having ICU Facilities. Closing sales from hospitals.
- Arranging Meeting with clients.
- Managing good relation with hospital staffs related medical transfer.
- Preparing quotations by understanding the budget of client and follow up till business call conversion.
- Booking Tickets for the passengers, Doctors & Paramedic.
- Co ordination with Dubai Health Authority & Airport staffs for the patient transfer through Air Ambulance. Obtaining Customer feed back once the transfer has been made.
- Conducting regular meetings with internal team to enhance business.
- Profit & Loss Statement preparation.

Small Industries Development Corporation Limited, Kerala India.

Assistant Engineer.

Key Result Areas/Highlights:

- Support the department in all administrative functions.
- Screen and manage communications into and out of department.
- Schedule appointment/ itineraries, coordinate meetings, prepare agendas, circulate minutes and ensure follow upside conducted.
- Manage correspondence with internal departments, client, contractors etc. Prepare presentations through power point as and when required.
- Prepare and maintain records using software packages provided. Maintain filing system in line with office policy
- Ensure effective and efficient handling of all secretarial and administrative activities and responsibilities of

Classification: Internal

- the department.
- Review and analyses documents.
- Supporting Line Manager to conduct business and operations audit.
Developing and enhancing the Administration and Database systems.
- Acts as a bridge between the Manager and internal/external customers, acts as filter and coordinator which shall be able to judge/ manage information flow of the relevant department
- Process and report on office expenses
- Manage the inventory and procurement of office supplies.
- Assist in payroll preparation by providing relevant data, like absences and leaves
Performs related duties as assigned.
- Functional knowledge of MS Office suite (Word, Excel, PowerPoint, Outlook)
- Maintain and update action logs based on input from multiple information sources, i.e. updates from individuals, meetings, emails and reports.
- Good communication skills (both written and verbal)

Details

- Date of Birth: 7th May 1992
- Languages Known: English, Malayalam, Tamil, Hindi
- Current Address: Al Khail Gate Dubai, United Arab Emirates
- Permanent Address: Safa (H), TC13/2039(2), Medical College Po, Thiruvananthapuram – 695011, Kerala, India
- Nationality: Indian
- Marital Status: Married
- Passport Number:
N9533351
- Visa Status:
Family Visa
- Valid UAE Driving
License: YES

Declaration:

I hereby declare that the above-mentioned details are true to the best of my knowledge & belief.

Asmina S



