



## Nasreen Begum

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Dubai, United Arab Emirates

Professional Receptionist with 6 years in the industry. Highly entrepreneurial and efficient at building and maintaining client relationships. Seeking to enhance my interpersonal skills to bring a solid Admin, Administration, Customer Relation Officer perspective to the position at your company.

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### CAREER OBJECTIVE

Challenging position in a professional and dynamic organization with an aim to contribute towards the objectives of the organization and simultaneously develop professional skills.

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### PERSONAL DETAILS

**Availability**

**Immediate**

Nationality

Portugal

Languages

English (Advance), Hindi (Native), Urdu (Native), Arabic (Basic)

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### PROFESSIONAL EXPERIENCE

**Adam Vital Hospital**

December **2021** till Present

Designation: Front Office Executive (ER)

Industry: Health Care

*Adam Vital is an established brand name and a respected healthcare operator with its origin in Germany, and a footprint in Dubai, UAE, since 2011. Our premier inpatient and outpatient medical facility comprises 41 inpatient beds, 7 VIP suites, 3 Royal suites, 5 ICU beds, 4 operating theatres and 6 daycare wards & day-case surgery facilities.*

Key Responsibilities include:

- Serves patients by greeting and helping them, scheduling appointments, and maintaining records and accounts.
- Welcomes patients and visitors in person or on the telephone, and answering or referring inquiries.
- PCR registration for the walk-in, booked and commercial tie up staff of the companies (e.g. Al Ahly Club, EGA, Dubai Immigration Staff etc)
- Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Keeps patient appointments on schedule by notifying provider of patient's arrival, reviewing service delivery compared to schedule, and reminding providers of service delays.

- Comforts patients by anticipating patients' anxieties, answering patients' questions, and maintaining the reception area.
- Ensures availability of treatment information by filing and retrieving patient records.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information.
- Obtains revenue by recording and updating financial information, recording and collecting patient charges, controlling credit extended to patients, and filing, collecting, and expediting third-party claims.
- Maintains business office inventory and equipment by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies, verifying receipt of supplies, and scheduling equipment service and repairs.
- Helps patients in distress by responding to emergencies.
- Protects patients' rights by maintaining confidentiality of medical, personal, and financial information.
- Maintains operations by following policies and procedures, reporting needed changes.
- Contributes to team effort by accomplishing related results as needed.

## **Burjeel Hospital- Dubai, UAE**

September 2018 – August 2021

Designation: Receptionist / Admin

Industry: Health Care

*Burjeel Hospital, are the firm belief that the process of healing is much more than curing a medical condition in a clinical environment. One of the Top Hospital Chain in UAE.*

### Key Responsibilities include:

- Assist with day to day operations of the HR functions and duties
- Compile and update employee records (hard and soft copies)
- Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc.)
- Coordinate communication with candidates and schedule interviews
- Conduct initial orientation to newly hired employees
- Maintaining record of the new employees and existing with utmost care and with standard set by the organization
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process and guide them to the appropriate location within the hospital.
- Take detailed messages and deliver to appropriate person or department. Call for transport for patients or visitors in need of assistance.
- Coordinate patient scheduling, check-in, check-out.
- Checked patient data including insurance, demographic and health history to keep information correct.
- Offered ample support to team members with creative solutions to complex challenges regarding scheduling, conflict resolution and medical care.
- Assessed and forwarded procedure and service details to correct coding staff to best categorize for insurance purposes.
- Use computerized data management systems to organize immense datasets and coordinate care details for large patient bases.
- Adhered to strict JCI guidelines to protect patient privacy.
- Support office staff and operational requirements with administrative tasks.
- Organize paperwork such as charts and reports for office and patient needs.
- Complete and filed financial documentation for accounting purposes.
- Help patient complete necessary medical forms and documentation.
- Remain aware of provider schedules and scope of practice on evolving basis to organize and schedule appropriate care.
- Made contact with the insurance carriers to discuss policies and individual patient benefits.
- Maintain Walk-in patient data sheet and submit to the line manager daily

## **Watermelon Communications FZ LLC – Dubai, UAE**

March 2017 November 2018

Designation: Administrative /HR Assistant

Industry: Public Relations

*Watermelon began its journey as a tiny creative agency, planted firmly in the Dubai's evolving business landscape in early 2001. As they took root, the economic boom that the UAE experienced continued to nurture us. They grew in size, scope and direction, branching out to advertising, media buying, event management and other communications verticals. With our ability to cross-serve through complementary services.*

### Key Responsibilities include:

- Assist with day to day operations of the HR functions and duties such as compile and update employee records (hard and soft copies)
- Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc)
- Deal with employees requests regarding human resources issues, rules and regulations
- Conduct initial orientation to newly hired employees
- Develop and implement initiatives to improve customer services.
- Analyze and summarize customer issues in order to prepare appropriate solutions/clarifications to respond to customers.
- Monitored and screened visitors to verify accessibility to inter-office personnel.
- Kept reception area clean and neat to give visitors a positive impression of the company scanned, photocopied and filed documentation, utilizing meticulous attention to detail to reduce errors.
- Monitored premises security, screened visitors, updated logs and issued passes. Greeted customers and visitors in person and via telephone calls.
- Answered telephone enquiries from clients, vendors and the public. Prepared packages for shipment, pick-up or courier delivery to customers.
- Received incoming packages and mail, dispersed parcels and correspondence and shipped outgoing items daily.
- Screened and verified visitor's identification credentials and their purpose of visit to maintain security of personnel and office environment.

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## **EDUCATIONAL QUALIFICATIONS**

Goa University

**Bachelor of Arts**| 2002 | English Literature

Modern Institute, Goa, India

**Diploma In Montessori(6 Months)** | 2007 | English

Manipal Institute, Goa, India

**Diploma in MS Office** | 2005

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## REFERENCES

Available upon request