

# HITESH KUMAR SURTI

**Freelance Residence Visa, Dubai**

**Automatic UAE Driving License**

**5 Years UAE Work Experience**

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## Work History (UAE)

February 2020 - January 2023

**Dubai International Airport – Sheikh Khalifa Hospital – SEHA**

**Purehealth - Customer Care Supervisor & Administrative**



## Job Description

- Performed Covid-19 PCR Test Covid test for Arrival and Departure and Connections passengers/patients
- Registration on kiosk & Medical Trackcare Software
- Both Rapid and PCR Test and Daily report including cash deposits
- House Keeping Hospitality Administration Work
- Delivered feedback constructively to enhance staff performance
- Implemented patients' complaint response strategies, providing rapid and effective follow up to ensure patients satisfaction
- Maintained high standards of accuracy and quality in data entry and recordkeeping

## Customer Service

- Inquire about the patient's situation and recommend them to the appropriate Clinician (in consultation with the nurses if necessary).
- Assist with the filling of the Registration forms
- Assist patients in filling out the required paperwork and documentation
- Send the patient to the appropriate counter. Assist the patient in reaching the counter if necessary.

## Administration

- Maintain medical records and report as needed.
- When necessary, administer regular and electronic mail to ensure that all incoming mail is handled properly.
- Using desktop publishing software, generate spreadsheets, manage data, and create documents on PCs.
- Cross-verify and file all lab reports.
- Enter the file numbers for all lab reports.

April 2019 - April 2020

### **Sun & Sand Sports (DCC)**



#### **ASICS - Sales & Promotions**

- Achieve daily target Promoting of Shoes at different outlet
- Delivered outstanding after-sales care through regular communication with customers
- Achieved monthly sales and performance KPIs for improved team success
- Kept clear, detailed customer records to maximize future sales opportunities
- Tracked customer satisfaction rates and resolved reported complaints
- Proactively contacted prospective customers to increase sales

February 2018 - April 2019

### **Al Gharib Real Estate – Administrative Officer & Sales**



- Look after Sales & all admin works / Maintain official website of company
- Maintain & update broker pad
- Follow up clients Operating Trakheesi & taking different permissions
- Operating Ejari & making agreement online & offline as well through broker pad
- Working as building management Inspecting Properties
- Assisted customers with product selection and sales, recommending items to increase transaction value.

February 2017 - February 2018

### **Asia Gulf Star Commercial Brokers – Office Assistant**



#### **Staff & Workers Recruitment**

- Coordinate with various departments for the requirement of Manpower.
- Joining formalities of new employees.
- Updating staff/worker records.
- Issuing appointment letters & confirmation letters

#### **Administration**

- Co Ordinate for Visa Process
- Maintain Visa Applied, Received & balance To Travel List
- Responsible for collection of attendance for generate salary.
- Manage records and updating records of staff & workers.
- Look After House Keeping
- Hospitality
- Communicating the Clients
- Customer Service

## Work History (India)

Feb 2011 – Dec 2016



**Vijay Hygiene / Latex – HR Executive**

### Company Profile

Manufacturing of surgical hand gloves and other medical equipment.

### Job description

- Organized training and developments programs.
- Work as per Factory Act 1948
- Manage company policy
- Manage all mandatory registers
- Company Statutory works
- PF Works
- Organized training and developments programs.
- Manage records and updating records.
- Look After House Keeping
- Hospitality
- Maintain Documentation/Files
- Payroll
- Full & Final

### Academic Credentials

- **2010 MSW - Master OF Social Works (Human Resource & Sociology)**
- **Tourism & Travel Diploma Course (Dubai, UAE)**
- **Certified Fitness Trainer (Gold's Gym)**

### Personal Dossier

Date of Birth : 8th Jan. 1985  
Languages known : English, Hindi, Gujarati  
Nationality : Indian

### Skills

Labour law	Quality of work
Intrapersonal Skills	Employee relations
Analytical Skills	Analytical Skills
Onboarding	Customer service
Database Management	Communication
Interpersonal Skills	Teamwork
Leading & Coaching	Reporting
Problem Solving	Decision Making