

CURRICULUM VITAE

Mohamed Buhari

Abu Dhabi

Email: say2buhari@gmail.com

Contact Mob: 0558377143



PROFILE

I would like to contribute my best effort. My past experiences have given me the confidence to be one of the competent. I will satisfy all needs, fulfill all the areas that I have to and so height commitment to the job.

Educational Qualification:

- Master of Science (M.sc) in Hotel Management from Annamalai University.
- Diploma in Hotel Management.
- H S E (Higher Secondary Education) in History.

Work Experience (total 13years):

- **Reception In charge and customer service officer** April 2018 till Present in Al Salama Hospital, Hamdan St. Abu Dhabi UAE.
- **Admission Officer / Receptionist and Cashier-** January 2012- 2018 in Al Salama Hospital, Hamdan St. Abu Dhabi UAE.
- **Facility Executive Officer** from Nov. 2008 to Oct. 2011 in Apollo Hospital in India.
- **Facility Supervisor** from Nov. 2006 to Oct. 2008 in Apollo Hospital in India

Job responsibilities:

- Implementing quality measures related to staff performance in carrying out their responsibilities in department of service.
- Supervise daily activities of the front desk and its staff.
- Updates policies and procedure manual.
- Establishing good working relationship within the department and other departments.
- Ensure compliance with JCI, DOH and JAWDA requirements.
- Explaining to staff about any new insurance policy and co-payments.
- Conducting monthly meetings with department staff depend upon customer feedback.
- Entering patient details in the system to the respective doctors.
- Responsible for scheduling appointments.
- Assist the new staff for hospital system.
- Attending, answering and transferring calls from outside to the doctors.
- Maintaining a good working relationship with the department and other department.
- Maintaining supply closet and orders supplies as necessary.
- Analyze illness to determine answer to questions from customers or members of the public.
- Responsible for staff scheduling to ensure the department operation.
- Responsible for accurate quality control documentation.
- Provide information about establishment, such as location of departments or offices, employees within the organization or services provided.

Admission and Cashier:

- Receive the patients for admission according to approval and doctor's order.
- Check for authorization and expiry period of approval.
- Discharging the patients from hospital.
- Collect advance payments and close payments from the patients.
- Follow approvals from the insurance company.
- Establish and maintain a filing system and arrange table contain summary of all the files, which updated easy reference for the staff.
- Collect the cash payments as per the insurance policy and provide a written receipt.
- Maintains patient confidentially.
- Insure that collected cash is as per the insurance card and within the approved policy.
- Receive and direct any patient/guest to the requested doctor with complete set of documents in the absence of receipts.
- Processes the credit cards and issues receipts or tickets to patients and take their signature and attach it with the invoice. Prepare day end acceptance report from credit card machines.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Deliver the collected cash to the chief cashier and signed the daily collections report at the end of the shift.

Certification:

- ✓ Malaffi Certification from Al Salama Hospital Abu Dhabi
- ✓ Appreciation letter from Apollo Hospitals for 5s
- ✓ Appreciation letter from Apollo Hospitals for NABH
- ✓ Appreciation letter from the Terry Fox Foundation

Technical Skills:

- Proficient user of HIS application (Hospital information system) Patient registration System.
- Proficient user of MS Office (Excel, Word, Power Point).
- Proficient user of Malaffi Health Care system.
- Proficient user of Internet.

Personal information:

Nationality	:	Indian
Date of Birth	:	19.05.1986
Gender	:	Male
Marital Status	:	Married
Visa Status	:	Employment
Passport No	:	H6881773
Languages Known	:	English, Tamil, Hindi and Arabic.

Declaration

I hereby declare that all the above mentioned details are true to the best of my knowledge and Belief.

Mohamed Buhari