



ANAGHA TP

Nationality: Indian **Date of birth:** 12/04/1998 **Gender:** Female

Phone number: (+971) 503979038 **Phone number:** (+971) 561102938

Email address: anaghamsa@gmail.com

LinkedIn: <https://www.linkedin.com/in/anagha-tp-b3540a324>

Other: Abu Dhabi (United Arab Emirates)

ABOUT ME

As an Experienced professional as Public relation officer & customer service plus front office operations in a medical field, I excel in providing empathetic support and efficiently managing administrative tasks. My adaptability and clear communication skills, honed in a dynamic medical environment, uniquely position me to contribute to a positive and engaging work environment. Excited about the opportunity to contribute positively in my next role & to obtain a career which will utilize my formal training and vast experience in social services and education.

WORK EXPERIENCE

Patient Relation Officer

Abriz Medical Clinic [04/2024 – 09/2024]

City: Kothakurssy | Country: India

- Managed administrative tasks with precision, ensuring efficiency and accuracy
- Oversaw clinic operations to guarantee seamless patient care and experience
- Fostered strong relationships with patients, addressing concerns and ensuring satisfaction
- Collaborated with staff and doctors to meet their needs, resolve queries, and facilitate effective communication
- Handled front office duties, including reception, scheduling, and patient coordination
- Developed and implemented effective advertising strategies to promote the clinic and attract new patients

Hospital Administrator

Maria Dental Clinic [03/2023 – 04/2024]

City: Cherpulassery | Country: India

- Managed front office operations, ensuring seamless patient flow and exceptional customer service
- Coordinated appointment bookings, cancellations, and rescheduling for patients and doctors
- Created and maintained doctor schedules, optimizing productivity and minimizing downtime
- Handled all administration duties, including patient registration, billing, and insurance claims
- Maintained accurate and up-to-date patient records, both physical and digital
- Ensured compliance with dental clinic policies, procedures, and regulatory requirements

EDUCATION AND TRAINING

BA English Literature

Bharathiar University

City: Coimbatore | Country: India | Website: <https://sde.b-u.ac.in/>

Hospital Administration - TÜV SÜD Certified

International School Of Skill Development

City: Kochi | Country: India | Website: <https://issd.org.in/>

Senior Secondary Examination

National Institute of Open Schooling

City: Kochi | Country: India | Website: <https://www.nios.ac.in/>

Secondary School Examination
Central Board of Secondary Education

City: Ottapalam | Country: India | Website: <https://www.cbse.gov.in/>

CERTIFICATES

[10/08/2024]

Microsoft Office Complete Course

- Certification Date : 10/28/2024
- Certification : UDEMY

Link: <https://www.udemy.com/>

[01/06/2024]

Professional in Human Resources (PHR/SPHR HRCI)

- Certification Date : 01/06/2024
- Certification : UDEMY

Link: <https://www.udemy.com/>

[19/11/2019]

The Fundamentals of Digital Marketing

- Certification Date : 19/11/2019
- Certification : GOOGLE

Link: <https://grow.google/>

DIGITAL SKILLS

- Microsoft Office (Outlook, Excel, Word, PowerPoint) / - Digital Marketing (Social Media, Email)

Professional Skills

Leadership and Management Skills / Communication and interpersonal skills / Problem-Solving and Analytical / confidentiality and professionalism / Adaptability and responsibility / Organizational and administrative skills / Time Management

LANGUAGE SKILLS

Mother tongue(s): Malayalam

Other language(s):

English

LISTENING C1 READING C2 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Hindi

LISTENING A2 READING A2 WRITING A1

SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DECLARATION

I hereby declare that the information provided in this CV is true and accurate to the best of my knowledge.