



# ASHER ALI ABOOBACKER

ADMIN ASSISTANT

## PROFESSIONAL SUMMARY

Experienced professional with 9 years of expertise in outpatient healthcare administration and departmental coordination. Proven ability to manage high-volume environments, support critical clinical procedures, and enhance patient care workflows. Skilled in scheduling, interdepartmental communication, and ensuring regulatory compliance. Known for attention to detail, reliability, and a strong commitment to patient-centered service. Adept at balancing administrative precision with empathy in fast-paced healthcare settings.

## WORK EXPERIENCE

### OUTPATIENT MANAGER-NEPHROLOGY DEPARTMENT, ADMIN ASSISTANT

*IQRAA International Hospital and Research Centre | Calicut (2021 - 30.5.2025)*

- Served as a key point of contact for over 100 patients daily, supporting both clinical staff and outpatient operations.
- Coordinated critical tasks including transplant evaluations, dialysis catheter scheduling, and post-transplant follow-ups.
- Assisted patients with appointment navigation and facilitated urgent referrals to ensure continuity of care.
- Managed department staffing, budgeting, and administrative planning to ensure smooth operational flow.
- Developed and implemented strategic plans to enhance patient care and service efficiency.
- Analyzed patient feedback and performance metrics to identify and address service improvement areas.
- Collaborated with multidisciplinary teams to improve patient flow and interdepartmental coordination.
- Led audits, safety protocols, and infection control initiatives to ensure quality care and regulatory compliance.

### OUTPATIENT COORDINATOR -NEPHROLOGY DEPARTMENT

*IQRAA International Hospital and Research Centre | Calicut (2016 - 2021)*

- Oversaw outpatient operations for streamlined patient flow.
- Scheduled appointments for optimal clinic efficiency.
- Coordinated with medical teams to uphold patient care standards.
- Implemented policies for regulatory compliance and performance enhancement.

## CONTACT

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- India

## EDUCATION

- Diploma in Civil Engineering (KSOU)

ITI-Draughts man Civil

- (NCVT Govt of India)

Higher Secondary Education | 2007

- Govt of Kerala

SSLC | 2005

- Board of Public Examination

## SKILLS

- Patient Relations & Support
- Outpatient Workflow Management
- Appointment Scheduling & Triage
- Healthcare Communication
- Interdepartmental Collaboration
- Crisis & Conflict Resolution
- Medical Administrative Operations
- Attention to Detail
- Time & Priority Management
- Emotional Intelligence in Patient Care
- Professional Integrity & Work Ethic

PASSPORT DETAILS

- Date of Birth : 20/11/1989
- Nationality : Indian

- Facilitated patient-provider communication.
- Provided leadership for staff development and a positive workplace culture.

BUSINESS MANAGEMENT (2014 - 2016)

- Developed and executed strategic business plans.
- Conducted market research and analysis.
- Managed day-to-day operations and budgeting.

SITES SUPERVISOR (2 Years)

- Supervised construction activities, ensuring adherence to plans.
- Monitored progress, conducted inspections, and addressed issues.
- Enforced safety protocols for a secure work environment.

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