

S S AMINA

PUBLIC RELATION OFFICER & CERTIFIED PROFESSIONAL CODER

| Sharjah, UAE

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Objective

Motivated and detail-oriented graduate in B.Sc. Botany and Biotechnology, Certified Professional Coder (CPC), with nearly 2 years of experience as a Public Relations Officer. Seeking to leverage a unique blend of scientific knowledge, medical coding expertise, and strong communication skills in a dynamic role that values accuracy, organization, and public engagement. Eager to contribute to organizational goals while continuing to grow professionally.

Experience

GUEST & PUBLIC RELATION OFFICE EXECUTIVE KIMS Health Anayara, Trivandrum

2023-2025

- Acted as a primary liaison between patients, families, and healthcare staff to ensure quality care and effective communication.
- Addressed patient inquiries, concerns, and complaints promptly to enhance patient satisfaction and service quality.
- Coordinated admission, discharge, and follow-up processes, ensuring smooth transitions and proper documentation.
- Educated patients and families on hospital policies, services, and procedures to promote clarity and transparency.
- Maintained detailed records of patient feedback, complaints, and resolutions in compliance with healthcare regulations.
- Collaborated with medical and administrative teams to implement service improvements based on patient input.
- Monitored patient satisfaction metrics and participated in continuous quality improvement initiatives.
- Handled sensitive patient information with confidentiality and professionalism, adhering to HIPAA and organizational standards.
- Providing document for insurance reimbursement purpose.

ACADEMIC COORDINATOR – TUTORING SERVICES

2022 - 2023

Eduspot-Snehatheeram Project

- Coordinated and scheduled subject-specific tutoring sessions for underprivileged students under the Snehatheeram initiative.
- Recruited, managed volunteer tutors to ensure high-quality academic support.
- Monitored student progress and tutor performance through regular feedback and reporting mechanisms.
- Developed individualized learning plans based on student assessments and academic needs.
- Facilitated communication between tutors, students, and parents to maintain transparency and encourage engagement.
- Organized weekly progress meetings and academic workshops to improve student outcomes.
- Ensured alignment of tutoring content with school curricula and examination standards.
- Maintained accurate records of attendance, session summaries, and performance reports.

Education

B. Sc Botany and Biotechnology

Government Arts College, Trivandrum

GPA- 8.14

Higher Secondary Education

Pallithura HSS , Pallithura ,Trivandrum

Obtained 91.33

Skills

Adaptability

Good communication skill

Positive attitude

Collaboration talent

Microsoft Excel

Good leadership quality

Customer service

Strong interpersonal skill

Microsoft Word

Microsoft powerpoint

Project

Genetic variation and antimicrobial activity in *Sesbania grandiflora*

Researched and studied the effect of genetic variation and anti-microbial activity in *Sesbania grandiflora*'s leaves collected from normal condition and Titanium Ltd and observed that exposed one has lots of variations.

Language

- English – Full professional proficiency
- Malayalam - Native or Bilingual proficiency
- Tamil – professional working proficiency
- Hindi – Limited working proficiency

Additional Qualifications & Certifications

DIPLOMA IN HOSPITAL ADMINISTRATION

TUV SUD Certified

International School of Skill Development Kochi, Edapally

MEDICAL CODING

Certified Professional Coder

(AAPC) (expiry-02/2026)

Membership ID- 02080584

Cigma Medical Coding Academy

Professional Skills

- Expertise in patient communication and satisfaction management.
- Strong interpersonal and multilingual communication skills.
- Extensive knowledge of medical terminology ,anatomy and physiology.
- Strong understanding of E/M ,ED,ICD-10-CM,CPT and HCPCS.
- Excellent qualitative and quantitative analysis of medical records.

Personal Details

- DOB - 04/09/2000
- Marital Status- Married
- Passport No- C4746807
- Passport expiry-01/01/2034
- Visa status: Visit visa
- Visa expiry: 20/07/2025