

## SYED MOHAMED BUHARI

### Customer Care Executive

Deira ,Dubai

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Dubai Visit Visa Validity –Nov 10,2020



## POST APPLIED FOR CUSTOMER CARE EXECUTIVE

### Objective

To pursue a career with challenging assignments where I can demonstrate and hone my abilities. Acquire new skills and contribute effectively to meet the organization goals and Patient satisfied care. Right now I am looking for a suitable position with a company that has an existing talented and progressive administrative team.

### Profile Summary

Syed is an outstanding **Customer Care Executive** who is ready to take on the exciting and vitally important role that you are expecting. He has totally **9 years' experience (UAE,Qatar &India)** of providing effective Customer Care support to various departments including **Healthcare Development, Multi-specialty Hospital, Medical Center, International Health Tourist, Business Process Outsourcing, and Visa Medicals Processing, Patient Relation & Public Relation**. As a highly organized person who has superb attention to detail and articulate communication skills, He has a can-do attitude and is comfortable juggling tasks to best manage his time and meet deadlines.

### Education

- Bachelor of Arts- BA- English Literature
- Higher Secondary School of Education-HSE
- Secondary School Leaving Certificate-SSLC

### Courses / Training

- Completed Corporate Environment Etiquette Training in TATA Consultancy Services.
- Attended MS office and Computer Operating System in National Institute of Computer Education.
- Completed Communicative Business Skills for one year.

### IT Skills

Microsoft Office : Word, Excel, Power Point and Outlook and General Computer Operating.

### Approvals

*Approved by Embassy of Canada, Australia, New Zealand and UK Embassy to use their Immigration' E-medical website for the Visa Medical Purpose.*

*Authorized to view Medical and Treatment Records (Hospital Information System) of the Patient for Explaining to their families*

## Professional Experiences

### 1) RIGHT HEALTH HOLDING –KMC-DUBAI-UAE

- Industry : HEALTHCARE & CLINIC
- Designation: Executive – Patient Services
- Duration : March 2020- Oct 2020 -8 Months

### 2) SUT PATTOM SUPER SPEACIALITY HOSPITAL - TRIVANDRUM-INDIA

- Industry : HEALTHCARE & HOSPITALITY
- Designation: Patient Admin – 1 Year
- Duration : April 2019- Feb 2020

### 3) FOCUS MEDICAL CENTER- HILAL,QATAR

- Industry : HEALTHCARE & HOSPITALITY
- Designation: 1) Patient Relation Officer -6 Months
- Duration : Oct 2018 – April 2019 -6 Months

### 4) KIMS HEALTHCARE MANAGEMENT PVT LTD- TRIVANDRUM-INDIA

- Industry : HEALTHCARE & HOSPITALITY
- Designation: 2) Executive- International Patient Services & Visa Medical
- Duration: Oct 2012 –Sep 2018 -6 Years.

### 5)TATA CONSULTANCY SERVICES - CHENNAI ,INDIA

- Industry : BPO & IT SOLUTIONS
- Designation : Business Process Associate- Report Service
- Duration: Sep 2010 – Oct 2012 – 2 Years.

### 1) At RIGHT HEALTH HOLDING –Executive-Patient Services

- Greeting patients, displaying a friendly and helpful manner.
- Maintain a high level of personal hygiene and a smart appearance when on duty.
- Answering the phone, clearing answering machine, photocopying and faxing.
- Making appointments, maintenance of appointment system and follow up of patients requiring recall.
- Creation and maintenance of patient records.
- Correct Processing Medical Insurance Claim Forms and forwarding to accounts department.
- Dealing with Renowned Insurance Company –**Oman Insurance, Next Care, Aafiya, E Care, NAS, Whealth, FMC, E-Net, Neuron, Axa, Demon,Mednet etc.**
- Electronic data entry of patient details accurately.
- Copying and filing of all clinical documents/information into patients files.
- Ensuring all patient files are correctly filed at the end of each shift.
- Ensure that all medical records are available for the next session.
- Taking payments by cash and/or credit cards and recording payments correctly – Issuing of patient invoices and receipting of fees.
- Taking messages and making phone calls on behalf of the doctors.
- Tidying reception area and waiting area.
- Working cooperatively with other practice staff in a positive team approach.
- Notifying the Clinic Manager/Supervisor of any complaints or concerns from both practice staff and patients.
- Other duties as required by Clinic coordinator/ Clinic Manager.

## **2) At SUT PATTOM –MULTI SPEACIALITY HOSPITAL- Patient Care Executive**

- Liaising with healthcare professionals and patients about treatment plans.
- Overseeing clinic operations and staff duties.
- Improves staff performance by providing educational resources; balancing work requirements with learning opportunities; evaluating the application of learning to changes in treatment results.
- Manages Clinical Staff member's performance evaluation together with HR, and career development, counsels and advises them on professional development and to enhance standards of nursing practice.
- Implementation of policy and procedure aimed promoting safe patient care and ethical business practices in a cost effective manner.
- Develop and maintain an exceptional reputation, in terms of clinical care and customer service.
- Improves financial status by analyzing results; monitoring variances; identifying trends; recommending actions to management.
- Organizing the Medical Camp at different places for Cardiology, Cancer, Respiratory to make awareness to the society and also spread the Quality and Facility of advance treatment about the working Hospital..
- Arranging the Transport and Ambulance facility to Emergency patient at the time
- When i am informed.

## **3)At FOCUS MEDICAL CENTER-Patient Relation Officer**

- Provide patients and families with information on hospital services, procedures, and protocols.
- Interview patients or families to determine the nature of care needed and direct them to the concerned health care providers.
- Respond to patient inquiries regarding physicians and services.
- Create and maintain liaison with insurance companies to inquire about payable or paid claims.
- Analyze and interpret patient account data and facilitate payments.
- Respond to patients' complaints regarding hospital services and ensure that concerns are handled properly.
- Assist patients with problems associated with hospital registration and admission.
- Ensure that all concerns and complaints are directed to the concerned personnel with a hospital.
- Schedule meetings with patients or family members and ensure that corresponding physician or hospital staff's availability.
- Provide feedback to patients and families regarding their concerns and complaints

## **4) At KIMS Healthcare Management Pvt Ltd -Executive- International Patient Relations & Visa Medical**

### **Achievements**

***Got Appreciation Letter& cash award from Global Chairman Managing Director Dr MI Sahadulla Md,FRCP(Ire),FRCP London ,MBA for Dedication and Special Efforts contribution to the Visa Medical Department & Highest Record of Cash Collection INR 2, 67940 in a single OP counter without having any Procedure bill in a day.***

- Greeting all incoming candidates to the visa Medical office & International Desk in a friendly, professional, hospitable manner.
- Checking in E-medical site for Different Visa Category and their Medical Tests for Canada, Australia, New Zealand and UK.
- Guiding International Patients to 40 specialty treatment area who comes from GCC,Russia,UK,Africa,Singapore,Malasia & Srilanka.
- Collecting cash& billing for various types of procedure in medical Tests such as xray, laboratory, US, CT, MRI, ECG, ECHO, MAMOGRAM scans and foreigners' suit rooms charges per doctor's advice.
- Working in Visa Medical Department branches such as Reception, Appointment Desk, and document verification, Billing, Scanning and Attachment to Embassy E-medical site.
- Photo capturing attached to their medical id nos & advice to the visa medical candidates as per embassy advice.
- Verifying the documents brought by candidates such as medical id, Passport, Date of Birth Certificates, Offer letter of the Company.
- Compressing and copying X-ray films in to the Doctors Data base.
- Working in Tamil Help Desk for billing, Information, Enquiry, Guidance for Tamil Patients who do not know the Malayalam & English.

#### 5)At Tata Consultancy Services- Business Process Associate

- Getting Raw Data from the **USA Client Neilson** about Retail sales outlet for different Products through POS.
- Uploading Data files in our TCS Data base system from client server.
- Conversion of raw data into Reports based on End Client request such as Weekly,Monthly,Quartely,and calculations; Dollar of Sales, area of sales, volume of sales, particular Product Sales.
- Self-quality check from Macros and final inspections on reports and delivering through mails and client web site maintaining 100% accuracy data.
- Delivering with SLA's and achieved 99.92 % of quality Reports.

#### Personal Details

Father's Name : Mohamed Ali Jinna  
 Nationality : Indian,  
 Languages Known : English, Tamil, Malayalam &Hindi  
 Date of Birth : 23<sup>rd</sup> June 1989  
 Gender : Male  
 Marital Status : Married  
 Passport No : M 1154594  
 Date of Issue : 12/08/2014  
 Date of Expired : 11/08/2024  
 Place of Issue : Madurai