



Zain Mashhood PK

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Dubai - UAE

OBJECTIVE

Highly organised and dedicated Professional with over 5 years of experience in Customer Service and administration in healthcare industry. Proven track record of efficiently managing and overseeing office operations, staffing, scheduling appointments, handling complaints and assisting with various administrative tasks. Skilled in developing and implementing policies and procedures, streamlining administrative processes, and fostering a positive work environment. Strong leadership skill with ability to work well with diverse groups of people in a team atmosphere. Presently seeking to work with a reputed organization that allows me utilize my skills and knowledge to the maximum and to contribute to the growth of organization and grow with it.

EMPLOYMENT HISTORY

10/01/2022

-

08/08/2023

- **Administrator**

Ardram Hospital - Vettichira, Kerala

- Provided administrative support to ensure the efficient operations.
- Organized and scheduled meetings for doctors and staff.
- Monitored expenses and suggest cost-effective alternatives.
- Developed and implemented effective policies for all operational procedures.
- Scheduled patient appointments and checking the insurance status.
- Assisted patients with completing necessary forms and documentation.
- Prepared and managed documents, reports, presentations, and correspondence.
- Managed incoming and outgoing communications, including emails, phone calls, and faxes.
- Coordinated office activities and operations to secure efficiency and
- Compliance with organisation policies.
- Documented patient's records and information using company software.
- Organised systematic filling system, updating supplier and customer accounts.
- Retrieved documents and files when requested.
- Address patient concerns and complaints and work to improve patient experience.
- Ordered and maintained medical and office supplies.
- Conducted staff evaluations and provide training and professional development opportunities.

04/09/2018

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08/01/2022

- **Front Office and Billing Supervisor**

Aster MIMS Hospital - Kottakkal, Kerala

- Greeted and assisted visitors, patients, and employees in a friendly and professional manner.

- Provided administrative support to ensure the efficient operation of the office.
- Ensured accurate and efficient patient registration, including verifying patient information, insurance details, and medical history.
- Managed the billing process, including Casualty billing, IP and OP billing.
- Created and issued invoices with proper documentation and accurate information for billing.
- Receiving and sorting incoming payments with attention to credibility.
- Managed inbound and outbound calls.
- Assisted in scheduling Doctor's appointments, meetings, and conferences.
- Maintained and updated records, including visitor logs and appointment schedules.
- Handled patient inquiries, complaints, and concerns to ensure a positive patient experience.
- Trained and mentored new and junior staffs to increase the team efficiency.
- Maintained accurate records of patient billing and financial transactions.
- Generated reports related to billing, revenue, and front office operations

ACADEMICS

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|------|---|
| 2016 | • BCA(Course Complete)
Khidmath Arts & Science College |
| 2013 | • Higher Secondary Education
KMHSS - Alathiyoor, Kerala |
| 2011 | • Secondary Education
TIC Secondary Schood - Tirur, Keral |

CERTIFICATIONS

- IDEMI Certification on Hospital Management
(Ministry of MSME - Government of India)

SKILLS

Office Administration



Public Relations Strategies



Office Management



Strategic Planning



Collaboration Skills



Supervisory Skills



Document Control



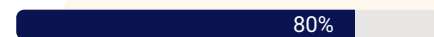
Schedule Management



Conflict Resolution



Leadership Skills



Organisational Skills



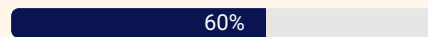
Time Management



Billing & Cash Handling



Communication Skills



Financial Acumen



Recruiting and training of new employees.



COMPUTER PROFICIENCY

- MS Office suit(Excell, Word, PowerPoint)
- MS Outlook
- mySQL

LINGUISTIC ABILITIES

- English
- Hindi
- Malayalam
- Arabic

PASSPORT DETAILS

- **Passport No. : R0169910**
Date of issue. : 08/05/2017
- Visa Status : Visit Visa
Valid Till : 18/01/2024

DECLARATION

- - I hereby declare that all the above particulars are true and correct to the best of my knowledge and belief.