



FATHIMA S

PROFESSIONAL SUMMARY

Friendly Medical Receptionist offering excellent skills in patient relations and office management. Organized and accurate in managing patient flow. Patient-oriented with strong attention to detail, professional telephone etiquette and organization skills.

WORK HISTORY

B R Hospital and Research Centre – Receptionist Kollam, Kerala, India. 01/2016-09/2017

- Enhanced office efficiency by handling callers per day.
- Completed and filed financial documentation for accounting purposes.
- Maintained current and accurate medical records for over patients.
- Documented patient medical information, case histories and insurance details to facilitate smooth appointments and payment processing.
- Completed skilled administrative work to support all office staff and operational requirements.
- Organized paperwork such as charts and reports for office and patient needs.
- Completed clerical duties and tasks for clinic administration.
- Referred and screened patients to make best use of resources, triage staff and serve community members.
- Used computerized data management systems to organize immense datasets and coordinate care details for large patient bases.
- Managed office logistics by scheduling appointments, maintaining files and collecting payments.
- Scheduled, rescheduled and handled cancelled appointments for patients.
- Adeptly managed multi-line phone system and pleasantly greeted all patients.
- Checked patient data including insurance, demographic and health history to keep information current.

PROJECTS DONE

- *Study on the effectiveness of grievance redressal procedure*: This project was conducted to successfully complete my MBA course which was carried out by *SIDCO*.
- *'Alert me' can protocol*: This project was conducted to successfully complete my degree course. This belongs to the embedded system which was carried out at *Keltron*.

HOBBIES

- Calligraphy
- Art and Craft

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SKILLS

- Medical office administration
- Insurance claims
- Typing 28 wpm
- Appointment Scheduling
- Reminder calls
- Payment collection
- MS Office
- Communications
- Customer service

EDUCATION

- **2016 Master of Business Administration (HR with Marketing)** at *University of Kerala* Trivandrum
- **2012 Bsc Electronics (University of Kerala)** at CHMM College For Advanced Studies, Chavancode, Trivandrum
- **2009 Plus 2**
M.R.M.K.M.M.HS.S, Edava, Trivandrum
- **2007 SSLC**
M.R.M.K.M.M.HSS, Edava, Trivandrum

LANGUAGE

- ❖ English
- ❖ Malayalam
- ❖ Hindi
- ❖ Tamil