



# HAMEEMA SHURAIFA

## Administrator

### My Contact

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📍 Dubai, UAE

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🛂 visa status: **spouse visa**

### Education Background

- Yenepoya Medical College  
**Master in Hospital Administration**  
*Completed in 2021*
- Malik Dinar College of Graduate Studies  
**Bachelor of Business Administration (Travel and Tourism)**  
*Completed in 2018*

### Accomplishments

- Volunteer in hospital marketing programs and medical camps.
- Trainee administrator for the covid-19 vaccine programme.
- Research done in **"A study on patient satisfaction and discharge process of inpatient in Orthopedics department in tertiary care hospital"**.

### Key Skill

- Good listening ability and patience.
- strong verbal and written communication skills.
- Problem solving skills.
- Good Decision maker.
- Quick in grasping new concepts and ideas.
- Outstanding Ability to multitask.
- Function well in high stress atmosphere.
- Advanced EXCEL, MS Office and Outlook.

### About Me

I am an optimistic individual who is always seeking for opportunities to further develop my skills. My previous roles have allowed me to practice and develop important skills needed the service sector, I have great organisational and proven customer skills I have gained from the organisation I have worked with.

### Professional Experience

#### **RECEPTIONIST**

#### **ZURICH LIFE INSURANCE, DIFC**

*(12/2022-Present)*

##### Roles and Responsibilities

- Answers incoming calls, within 3 rings, positively and warmly.
- Accurately directs caller to the appropriate people courteously and professionally.
- opens, sorts, separates and scans mail accurately for the agency personnel according to mail distribution workflows.
- greets incoming clients and visitors in a friendly and positive way. Quickly notifies the person being visited.
- Maintains a neat and tidy reception area, clearing up any clutter on an ongoing basis, and maintains a professional, comfortable general office atmosphere.

#### **ASSISTANT OPERATIONS - HR**

#### **DM HEALTH CENTER, KERALA, INDIA**

*(September 2021-March 2022)*

##### Roles and Responsibilities

- Assisting with day to day operations of the HR functions and duties.
- Providing administrative support to Human Resources executives.
- Compiling and updating employee records (hard and soft copies)
- Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc)
- Deal with employee requests regarding human resources issues, rules, and regulations.
- Properly handle complaints and grievance procedures.
- Assist recruiters to source candidates and update the database.