



Madehah Nasreen

Receptionist/Admin Assistant

+971 54 223 2979 | madihahsar28@gmail.com | Dubai, UAE

Technical Skills

- Administrative support
- Front desk operation and patient guidance.
- Patient records and billing efficiency
- Medical insurance knowledge
- Advanced data entry and typing.
- Familiarity with office equipment.
- Electronic scheduling skills.
- Extensive knowledge of medical Terminology
- Document management expertise.
- Strong email and communication skills.
- Database management.
- Office equipment proficiency.
- Basic accounting and cash handling.
- Inventory management.
- Video conferencing familiarity.
- Quick adaptation to new technology.
- Strong organizational skills.

Computer Skills

- Microsoft Office Suite (Officer, Word and PowerPoint)
- Telehealth Platforms
- Advanced data entry and typing.
- Basic IT troubleshooting.
- Emailing
- MS Widows, Applications and Internet Browsing

Summary

Results-driven and detail-oriented Receptionist/Administrative Assistant with a solid background in managing front desk operations and providing exceptional administrative support. Proven ability to handle a variety of tasks with efficiency and accuracy, ensuring seamless daily office functions. Strong communication and interpersonal skills, coupled with a customer-focused approach, to create a positive and welcoming environment. Proficient in utilizing office software and equipment to streamline tasks. A proactive problem-solver who thrives in fast-paced settings, eager to contribute organizational and multitasking expertise to enhance the overall efficiency of your team.

Work Experience

Medical Receptionist Cum Cashier | 2012 – 2019

Riaz Medical Center | Sharjah, UAE

- Greet and assist patients and visitors in a courteous and professional manner, providing a welcoming atmosphere at the front desk of the medical facility.
- Manage patient check-ins and check-outs efficiently, ensuring accurate documentation of personal and insurance information.
- Schedule appointments, surgeries & medical tests, coordinating with medical staff to optimize the appointment calendar and minimize wait times.
- Handle telephone inquiries, addressing patient questions, scheduling concerns, and other administrative queries promptly and accurately.
- Verify patient insurance coverage, collect co-payments & process payments using electronic billing systems, maintaining a high level of accuracy in financial transactions.
- Maintain and update patient records, ensuring confidentiality and compliance with healthcare regulations, while also inputting relevant billing and coding information.
- Coordinate with medical billing departments to resolve any discrepancies, ensuring accurate and timely processing of insurance claims.
- Manage medical office supplies and ensure proper stocking of necessary forms, brochures, and informational materials for patients.
- Provide support to medical staff by managing their schedules, alerting them to patient arrivals, & assisting with any administrative tasks required for smooth operations.
- Collaborate with other administrative staff to contribute to the overall efficiency and effectiveness of the medical office, participating in training sessions and staying informed about changes in healthcare regulations and billing practices.

Medical Receptionist Cum Cashier | 2007 – 2012

Sunny Medical Centre | Sharjah, UAE

- Greet patients and visitors professionally.
- Manage check-ins, check-outs, and appointments efficiently.
- Verify insurance, collect co-payments, process payments accurately.
- Maintain confidential patient records, ensure regulatory compliance.
- Collaborate on billing, resolve discrepancies, process insurance claims promptly.

Personal Details

- Nationality: Sri Lankan
- Gender: Female
- Marital Status: Married
- Visa Status: Spouse Visa

Languages

English



Arabic



Sinhala



References

Will be provided upon request

Education

- **Medical Training For Coding (ICD 10 CM , CPT. & HCPCS) | 01/2023**
The Way Training Institute | Sharjah, UAE
- **Certified Nursing Assistant (CNA) | 2022**
Strong Point Institute | Dubai, UAE
- **General Nursing Home Country**
- **High School**
St. Thomas Girls High School | Sri Lanka

Declaration

I solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge.

Madehah Nasreen