



NOOFA RUKIYA

CAREER OBJECTIVE

Seeking a dynamic and challenging career with an organization of repute, this gives value addition to the organization as well as offers an opportunity to enhance my professional skills while getting a high level of satisfaction and recognition.

Work Experience

Receptionist/Front Office Executive

National Hospital – Mavoor Road, Calicut

Oct'23-Nov'23

Roles and Responsibilities:

- Welcome patients and visitors, providing a friendly and helpful first point of contact.
- Answer direct phone calls, offer information about hospital services, directions, visiting hours and other general inquiries.
- Maintain and organize patient records, ensuring confidentiality and accuracy.
- Manage appointments booking for patients, coordinating with various departments and healthcare professionals.
- Validate insurance details and gather necessary information for billing and administrative purposes.
- Complete administrative tasks such as data entry, filing and managing paperwork.
- Work closely with other hospital staff and ensure a good working environment.
- Maintaining new and Follow-up patients' registration in **TAJ** Software.

Front Office Assistant

Hitech Medicity – Calicut

March'23– Sep'23

Roles and Responsibilities:

- Greet Patients warmly and create positive first impression.
- Answer phone calls, emails and in-person inquiries about treatment, services, and hospital facilities.
- Assist foreign patients in verifying and preparing the necessary documents for **FRRO** registration.
- Assist foreign patients by translating information, instructions, and conversations as and when needed.
- Respect and understand cultural differences when interacting with foreign patients.
- Facilitate the check-in process by verifying patient's details, collecting necessary documentation and Assist in the check-out process by settling bills, proving invoices, and arranging transportation if needed.
- Maintaining new and Follow-up patients' registration and details in **TOUCH Q** Software.
- Ensure that patients have their passport, visa, and other essential paperwork.
- Provide foreign patients with a brief orientation about the hospital layout and facilities, and services available.

CONTACT

Email:

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Mob: +971 569023354

Skills

- Arabic Typing
- English Typing
- Translation
- Content Creation

INTERESTS

- Calligraphy
- Drawing
- Reading Books

LANGUAGES KNOWN

- English
- Arabic
- Malayalam

PERSONAL PROFILE

Date of Birth: 04.06.1998

Marital Status: Married

Visa Status: Husband Visa

Arabic Content Writer/Translator Intern

Epistemic Breaks - Brand Communication, Calicut

Dec'2021-March'2022

Roles and Responsibilities:

- Produce well-researched content for publication online and in print.
- Worked with other translators to facilitate real time conversations.
- Supported operations by translating key departmental documents and internal communications.
- Create print and digital content for companies that provides information or showcases the products or services they offer.
- Preparing contents for customer Posters, brochures and flyer and translate them into Arabic and English
- Develop related content for multiple platforms, such as websites, social medias email marketing, product descriptions, videos, and blogs.

Educational Qualification

- **Hospital Administration** **Sep'22-Feb'23**
International School of Skills Development
- **Bachelor of Arts: Afzal-UI-Ulama** **2016-2019**
Jamia Salafiya Arabic College - Pulikkal, Malappuram, India

Certifications

- **Diploma Course in Secretarial Arabic and English**
Arabnet Academy - Calicut

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.