

# SANDUNI SATHSARANI

## Medical Representative



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Dubai, UAE

## Education

### Advanced Diploma In General Nursing

International Institute of Health Sciences  
(IIHS)

### Certificate of Computer Application

Nanikta International College

### Advanced Level Examination Ordinary Level Examination

## Skills

Communication

Customer service

Attention to detail

Adaptability

Hard Working

Fast Learning skills

## Language

English



## Profile

My goal is to utilize exceptional communication and problem-solving skills to deliver outstanding customer experiences, exceed service metrics, and contribute to the company's reputation for excellence in customer service.



## Work Experience

### Asiri group of Hospitals

Medical Receptionist

2022

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2024

- Greeting and directing patients, families and visitors to appropriate areas within the unit
- Updating and maintaining patient records throughout their stay in the ICU, including admission, progress notes and discharge summaries.
- Assisting with insurance verification authorization and billing processes.
- Assisting with the coordination of medical orders, test results and consultation reports.
- Responding calmly and effectively to emergencies, including initiating appropriate protocols and notifying relevant personnel.

### Mobitel Head Office

Administrative Assistant

2019

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2021

- Handling incoming calls, emails and correspondence and directing them to the appropriate parties.
- Ordering, Maintaining office suppliers and equipment.
- Maintaining a tidy and organized office environment.
- Providing backup support to other administrative staff as needed.
- Managing data bases and data entry tasks accurately and efficiently.

### HelloCope PVT Ltd

Receptionist

2017

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2019

- Provide basic and accurate information in person or via phone/email.
- Answer screen and transfer the calls to appropriate individuals or departments.
- Sort and distribute incoming mail to appropriate parties.
- Updating and contact details of employees and clients.
- Maintain a clean and organized reception area