

AYISHATHU SHABNA

LABORATORY TECHNICIAN CUM FRONT OFFICE EXECUTIVE

ABOUT ME

I am a MLT cum front office executive with 8 years of experience in the healthcare sector. I have a diploma in medical laboratory technology. I am proficient in performing various lab tests, maintaining records, handling patient queries, and managing appointments. I am passionate about providing quality service to the patients and ensuring their satisfaction. I have excellent communication, interpersonal, and organizational skills. I am looking for a challenging and rewarding position where I can utilize my skills and knowledge.

WORK EXPERIENCE

Aug 2015 - Feb 2023

Medcity Healthcare

Receptionist

Roles & Responsibilities

- Roles & Responsibilities as MLT cum Receptionist
- Perform laboratory tests and procedures on blood, urine, and other specimens
- Prepare and maintain laboratory equipment, instruments, and reagents
- Record and report test results according to established protocols
- Ensure quality control and safety standards are met
- Greet and register patients, collect and verify insurance information, and collect payments
- Schedule appointments, answer phone calls, and respond to inquiries
- Maintain patient records and confidentiality
- Provide customer service and support to patients and staff

SKILLS

- Proficient In Ms Office & Goolge Suite
- Experienced in managing databases, calendars and email account
- Skilled in performing various clinical tests, such as blood counts, urinalysis, cultures and sensitivity tests
- Able to communicate effectively with patients, doctors and other staff members, both verbally and in writing
- Familiar with medical terminology, billing codes and insurance procedures

STRENGTHS

Interpersonal skills

Problem-solving, fast decision-making and verbal communication are power of mine

Problem solving

it takes me 2 minutes to find and analyze problem and 2 more to solve it.

Body Language

My exceptional Non verbal communication helps me establish an overall good impression on clients



CONTACT

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📍 Dubai

EDUCATION

Diploma in M.L.T

BHARAT SEVAK SAMAJ

AMALA BSS COMMUNITY COLLEGE

B.com

Calicut University

Co operative College,Perinthalmanna

Plus Two

Kerala Board Of Higher Secondary Education

GVHSS,Perinthalmanna

SSLC

Kerala Board of Public Education

THSS,Angadipuram

PASSPORT INFO

- **PASSPORT NO : V2123981**
- **Date Of issue: 26/07/2021**
- **Date of Expiry: 25/07/2031**
- **Visa Status : Visit visa**
- **Nationality : indian**

LANGUAGE

English

Malayalam

Tamil

Hindi