



N.M. Fathima Jasreen

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Appointment executive – Receptionist – Billing-Insurance – Medical record

(Target Sector: Non – Medical hospital fields)

Seeking a career in a professionally managed hospital with opportunities for innovation with hospitals based at India/Qatar/UAE/Saudi Arabia

Summary of Profile

- **Diligent, result-oriented**, offering excellent customer service, problem solving , customer negotiating skills.
- Possessing an **experience of 2+ years** in customer service which includes 1 year as Appointments executive , (Sunrise hospital , Kakkanad). 1 year as Billing and customer service staff at B&B Memorial hospital.
- Currently spearheading efforts with **Sunrise Hospital** as Appointments executive
- **Experience** entails the following:
 - **Sunrise Hospital:** Working as a Appointment executive , managing tele consultation , direct appointments , mail enquiries , chat assistants.
 - **B&B Memorial hospital:** Worked as a Billing and Customer service staff. Does the billing efficiently with minimum to no errors and managed the customer service with maximum satisfaction .
- **Qualifications** include *Bachelor of Arts ,Diploma in Hospital Administration.*

Core Competencies

Articulate Interpersonal & Negotiation Skills ~ Flexible and Easily adaptive to Changing Conditions ~ Efficient Communication & Presentation Skills ~ Pleasing Persona ~ Self Motivated ~ Fast Learner ~ Innovative ~ Team Player

Career History

Sunrise Hospital ,Kakkanad , Kerala , India

Appointments executive (from June 2023 – present)

B&B Memorial Hospital, Thrikkakara , Kerala , India

Billing and Customer service (from April 2022 – June 2023)

Responsibilities Appointments executive

- Recording direct appointments
- Handling tele consultations from abroad patients
- Replying and managing mail enquiries
- Managing chat enquiries which includes WhatsApp and other forms of messaging platforms.

Professional & Academic Credentials

- **Bachelor of Arts** | Calicut University, India
- **Diploma in Hospital Administration** | International School of Skill Development |

Technical Skills

- Knowledge of Windows/ MS OFFICE/ MS Excel / MS Word / MS Access / PageMaker / Power Point .

Personal Dossier

- *Date of Birth* : 17 June 2001
- *Languages Known* : English, Hindi , Malayalam and Tamil
- *Marital Status* : Married
- *Nationality* : Indian

- Excellent references can be furnished upon request -