

SATABDI HALDER

Administrative Executive | Healthcare & Customer Service Specialist



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India

PROFESSIONAL SUMMARY

Dedicated and results-driven administrative professional with over 6 years of experience across healthcare administration, customer service, medical records, and front office operations. Adept at optimizing patient flow, ensuring record accuracy, and delivering high-quality client experiences. Known for strong communication, attention to detail, and the ability to manage multi-functional responsibilities across healthcare and service industries.

WORK EXPERIENCE

Associate Admin Head | MRD Technician

Abhayahasta Multispeciality Hospital – Bangalore, India

Jan 2025– Present

Oversee day-to-day administrative operations ensuring service efficiency and compliance.
Manage and maintain medical records with confidentiality and regulatory accuracy.
Coordinate patient admissions and inter-departmental communications for optimized care delivery.
Analyze performance metrics and initiate process improvements.

Customer Service Executive | Administrator Aster Clinic – Ajman, UAE Jun 2019 – Jun 2023

Provided front desk support and resolved patient inquiries with empathy and clarity.
Managed appointment booking, scheduling, and coordination with physicians.
Handled billing, insurance claims, and administrative documentation.
Served as liaison between patients and clinical teams.

Receptionist | Guest Relation Executive | Translator

Apollo Hospital – Chennai, India, Sep 2016 – Sep 2018

Greeted and guided patients, managed calls and walk-in inquiries.
Assisted in admissions, follow-ups, and patient documentation.
Translated communication and documents in English, Bengali, and Hindi.
Ensured accurate patient data entry and recordkeeping.

PERSONAL TRAITS

Empathetic & Patient-Centric: Understands the emotional needs of patients and clients, ensuring comfort and clarity at every touchpoint.
Highly Organized: Skilled in managing multiple tasks, records, and schedules without compromising on accuracy.
Adaptable & Quick Learner: Flexible in working across varied domains and easily adapts to changing technologies or workflows.
Strong Work Ethic: Reliable, punctual, and committed to delivering high-quality service consistently.
Calm Under Pressure: Maintains professionalism and problem-solving focus during high-stress or emergency situations.
Discreet & Confidential: Respects patient privacy and organizational confidentiality standards.

EDUCATION

MASTER OF ARTS (HISTORY)

Rabindra Bharati University,
Kolkata – 2010–2012

BACHELOR OF ARTS (HISTORY HONS.)

North Bengal University –
2004–2007

SKILLS & COMPETENCIES

Hospital & Clinic Administration
Medical Records Management (MRD)
Front Office & Reception Duties
Customer Service & Client Relations
Patient Care Coordination
Appointment Scheduling
Billing & Insurance Support
Conflict Resolution
Team Collaboration & Leadership
Data Entry & Computer Operations

TECHNICAL & LANGUAGE SKILLS

Languages: English, Hindi, Bengali
Tools: MS Office, Hospital Information
Systems, Medical Record Software
Typing/Data Entry: High-speed accuracy

CITIZENSHIP

Indian

ADDITIONAL INFORMATION

Willing to relocate and travel as
per job requirements

REFERENCES

On Request