

SALEHA AFROZ



CAREER OBJECTIVE

Looking forward for a challenging career in a growing Health Care organization which will promote my professional growth so that I can render increasingly effective services to the organization.

PROFESSIONAL SYNOPSIS

- More than 5 yrs of experience as a patient Relationship Executive
- 1 yrs of experience as a Medical Receptionist
- Professionally qualified Bachelor of Commerce Degree
- High level of proficiency in MS Office applications
- Have excellent communication and Interpersonal skills
- Excellent Team player with great importance to Team spirit and Smart work.

PROFESSIONAL EXPERIENCE

Senior Patient Relationship Executive = |Yashoda Super Specialty

Hospital | Nov 2013 - June-2019

- Assist nursing staff in administering basic treatments.
- Ensure rooms have adequate patient care supplies.
- Assist patient with everyday needs (personal hygiene, using the restroom, grooming etc.)
- Handle Telephonic enquiries & diverting to concerned department for further processing.
- Updating Patient information and status with doctors as well as system.
- Assist patients with particular issues or needs
- Coordinating with billing department regards to billing/ procedure & investigation clearance.
- Following up with diagnostics department for pending investigations while shifting the Patient.
- Verifying discharge Summary with Doctor before handing over to patient.

Receptionist | Skin & Hair Clinic | March 2012 - March 2013

- Greeting and welcoming patients.
- Answering phone Calls in a prompt and polite manner.
- Message intake for medical questions, prescription refills, and test results. Transferring calls and inquiries to providers and care coordinators accordingly.
- Entering/updating patient information in the system in a timely and accurate.
- Scanning, updating and filing medical records.
- Assisting patients with completion of paperwork when necessary.



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SKILLS

Strong patient service
personality
Multitasking
Communication
Initiative
Teamwork

LANGUAGES

KNOWN

English
Hindi
Telugu

REFERENCES

Available Upon Request

EDUCATION

Bachelor of Commerce from Andhra University - 2013

Intermediate From Sai Sharadha Junior College - 2010

ADDITIONAL SKILLS

Proficient in Microsoft Office Suite

Attention to detail

Effective communication skills, both verbal and written

ACHIEVEMENTS

- Won Star performance award two time.
- Best Employee recognition from IP SERVICES MANAGER.

PERSONAL CREDENTIALS

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|---------------------|---|-------------|
| ▪ Marital Status | : | Married |
| ▪ Date of Birth | : | 22-AUG-1992 |
| ▪ Nationality | : | Indian |
| ▪ Visa Type | : | Visit visa. |
| ▪ Visa Expires Date | : | 12/06/2022 |
| ▪ Contact No | : | 0564653766. |

