



## Nisha Santhosh

PO Box 112008,  
Abu Dhabi, UAE

### Personal Detail:-

Mobile : +971 556792863

ID: [nishachandran9@gmail.com](mailto:nishachandran9@gmail.com)

Date of Birth : 09-Apr-1987

Nationality : Indian

Marital Status : Married

Languages : English,  
Hindi,  
Malayalam.

### Passport Details:-

Passport No. : T8247424

Valid Up to : 18-03-2030

Place of Issue : Abu Dhabi

### Objective

Seeking a career position with a progressive organization where my professional experience will enable me to make a significant contribution towards the achievement of organizational objectives.

### Education and Professional Qualifications

- 2007 – 2009 MSW ( Master of Social Work) Bharathiyar University  
(Personal Management and Coimbatore, India  
Industrial Relation)
- 2004 – 2007 BA Economics Calicut University ,  
Kerala, India

### Computer Skills

- Packages: - MS Office
- General computer administration skills

### Key Experience

**Total 7 years of experience in reputed health organisations in INDIA, & UAE.**

#### Summary:-

- |                     |   |
|---------------------|---|
| Mar 2020 – Nov 2020 | : <b>New National Medical Centre</b><br><b>Mussafah, Abu Dhabi, U.A.E</b>   |
| Position            | : <b>Admin Assistant</b>  |
| Nov 2019 – Feb 2020 | : <b>Al Bustan Speciality Hospital</b><br><b>Mussafah, Abu Dhabi, U.A.E</b> |
| Position            | : <b>Guest Relation Executive</b>   |
| Sep 2015 – Jul 2018 | : <b>New National Medical Centre</b><br><b>Mussafah, Abu Dhabi, U.A.E</b>   |
| Position            | : <b>Admin / HR Assistant</b>   |
| Feb 2013 – Aug 2015 | : <b>New National Medical Centre</b><br><b>Mussafah, Abu Dhabi, U.A.E</b>   |
| Position            | : <b>Front Desk Receptionist</b>  |
| Aug 2009 – Apr 2010 | : <b>Vasan Eye Care Hospital</b><br><b>Thrissur, Kerala, India</b>          |
| Position            | : <b>Counsellor</b>   |

## Key Qualifications

- ✓ Highly skilled in coordinating medical schedules, answering phones and preparing agendas
- ✓ Proven ability to handle personal patient information according to HAAD regulations
- ✓ In depth knowledge of medical billing and accounting
- ✓ Demonstrated ability to maintain patients' file and record
- ✓ Profound ability to make complex administrative decisions pertaining to policies and regulations
- ✓ Working knowledge of medical terminology in addition to knowledge of the workings of health care Practices
- ✓ IT – MS Office Suite and relevant sites such as ADNOC Portals
- ✓ Working knowledge of patient's grievance handling policy according to government norms.

## Professional History

- 1, Mar 2020 – Nov 2020                      **New National Medical Centre, Mussafah, Abu Dhabi UAE**  
Position    **Admin Assistant (Occupational health check-up)**

### Job Responsibilities

- Coordinate schedules making appointments for occupational health check-up services based on offshore and onshore requirements.
  - Read and route incoming mail and reply to relevant ones.
  - Update and monitor attendance systems and preparing payroll.
  - Preparing medical report as per ADNOC requirements and uploading to ADNOC portal.
  - Organize workload to manage prior.
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- 2, Nov 2019 – Feb 2020                      **Al Bustan Speciality Hospital, Mussafah, Abu Dhabi UAE**  
Position    **Guest relation executive**

### Job Responsibilities

- In depth knowledge of medical billing and Insurance claims.
  - Welcomes and Greets all patients and visitors in persons or over the phone
  - Facilitates patients flow by notifying the provider of patient's arrival, being aware of delays and communicating with patients and clinical staff
  - Keep supplies adequately stocked by anticipating inventory needs and placing orders and monitoring office equipment.
  - Protects patient's confidentiality
  - In depth Knowledge of registration and billing software like Mediworks.
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- 3, Sep 2015 – Jul 2018                      **New National Medical Centre, Mussafah, Abu Dhabi UAE**  
Position    **Admin / HR Assistant**

### Job Responsibilities

- Coordinate schedules, make appointments and prepare agendas for doctors and staff.
  - Read and route incoming mail and reply to relevant ones.
  - Order supplies and accurately process invoices.
  - Update and monitor attendance systems and preparing payroll.
  - Prepare correspondence on behalf of staff, doctors and facility.
  - Preparing appointments and medical report for off shore and onshore.
  - Handling daily expenses and miscellaneous bills.
  - Organize work load to manage prior.
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4, Feb 2013 – Aug 2015 : **New National Medical Centre, Mussafah, Abu Dhabi, U.A.E**  
Position : **Front Desk Receptionist**

**Job Responsibilities**

- In depth knowledge of medical billing and Insurance claims.
  - Welcomes and Greets all patients and visitors in persons or over the phone
  - Facilitates patients flow by notifying the provider of patients arrival, being aware of delays and communicating with patients and clinical staff
  - Keep supplies adequately stocked by anticipating inventory needs and placing orders and monitoring office equipment.
  - Protects patients confidentiality
  - In depth Knowledge of billing software like HMS and HIS
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Aug 2009 – Apr 2010 : **Vasan Eye Care Hospital, Thrissur, Kerala, India**

Position : **Counsellor**

**Job Responsibilities**

- Dealing with all ophthalmic counselling (Refractive errors [LASIK, ICL], Squint, Glaucoma, Retina, Anterior & Posterior segment, etc)
  - Communicator between doctor and patient
  - Coordination between department in the operational front as well as medical front
  - Establishing rapport with patients and their bystanders
  - Bring down the anxiety level by suggesting ways to come out of it.
  - Educating patients about the medical condition
  - Pre and post-operative follow-ups.
  - Capable of handling complex situations
  - Handling colleagues and helping them in their problems.
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**Declaration**

I the undersigned certify to the best of my knowledge and belief that the information furnished above correctly Describes my qualifications, my experiences and me.

Place: Ajman

Yours Sincerely,

Date:

**Nisha Santhosh**