

| SUMMARY

MBA candidate with hands-on experience across hospital operations, patient services and pharmacy through roles as IP Executive, IP Reception Intern and IP Pharmacy Intern. Skilled in Customer Service, Communication Skills, MS Excel, Word & PowerPoint and Data Entry & Documentation with experience in administrative support, time management and teamwork. Able to adapt quickly in fast-paced healthcare and administrative environments and support operational and back-office functions effectively.

| WORK EXPERIENCE

IP Executive

Yashoda Hospital, Hyderabad, Telangana
27/10/2025 – 02/07/2026

- Facilitate patient admissions by guiding patients and families through documentation and eligibility checks.
- Coordinate with doctors, nurses, and admin teams to optimize patient flow and bed allocation.
- Maintain and update patient records accurately, ensuring documentation completeness and audit readiness.
- Resolve patient inquiries and complaints, delivering high-quality customer service and timely follow-up.
- Communicate care plans and discharge instructions to families to support continuity of care.

IP Reception Intern

Santiniketan Medical College and Hospital
04/09/2024 – 06/11/2024

- Greeted patients and visitors to create a welcoming environment; streamlined patient registration flow to reduce wait friction.
- Managed appointment scheduling via phone and in-person; coordinated with clinical staff to align patient flow and availability.
- Handled incoming calls and inquiries; resolved routine questions and escalated clinical issues to appropriate staff.
- Maintained and organized patient records and administrative files; supported day-to-day office operations to ensure continuity of care.

IP Pharmacy Intern

DESUN Hospital
24/02/2025 – 24/04/2025

- Assisted in medication dispensing by preparing doses and labeling to ensure safe patient administration.
- Managed inventory management tasks by restocking shelves and tracking expires to maintain supply continuity.
- Maintained accurate pharmacy records by updating logs and filing documentation to support audits.
- Coordinated with pharmacists and clinical staff to resolve medication queries and streamline workflow.

| SKILLS

Customer Service

Communication Skills

MS Excel

MS Word

PowerPoint

Data Entry

Administrative Support

Time Management

Problem Solving

Teamwork

Adaptability

Quick Learner

Basic Computer Knowledge

Graphic Design

| EDUCATION

MBA

Manipal University
2026

Bachelor in Hospital Management

Kingston School of Management and Science
(NABH)
2025

Diploma in Elementary Education (DELED)

RIZIA BIBI SCHOOL OF EDUCATION
2024
GPA: 76.1%

Higher Secondary

Ali Mustafa Mission
2022
GPA: 84%

Secondary

Balt High School
2020

| LANGUAGES

English

Hindi

Bengali

| ACHIEVEMENTS

- Consistently delivered high standards of quality in service and task execution.
- Recognized for punctuality and sustained dedication with positive stakeholder feedback.