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| **Naira** **C/o-Mob# +971501685421****Email:** **naira.342089@2freemail.com** |  |

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| **OBJECTIVE** |

To get such a position which will help me enhance my career ability and help me grow my personality and get experience which help me in managing with the changing environment needs

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|  **QUALIFICATION** |

* **BA from Government Girls Degree College Quetta.**
* **F.A (English Literature) from Islamia Girls College Quetta.**
* **Metric from St.Joseph’s Convent High School Quetta.**

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| **Processional Qualification (Trainings, Seminar & workshops)** |

* Seven days Course on Office Management from Decent Training Institute from 20th to 25th March 2002.
* Three days training on procurement by UNHCR from 10th Feb to 12th Jan 2004
* Seminar on Public Private Partnership.
* Two days training on Basic HIV/AIDS.
* Three days training in Effective Communication Skills.
* Five days training on Organizational Management from 23rd to 27th January 2006.
* Five days training on Behavior Change Communication/Peer Education from 22nd to 25th August 2006.
* Seminar on Right Based Approaches on 9th March 2006.
* Media Dialogue on Issues Faced in reporting HIV/AIDS as on 8th December 2006.
* Media dialogue on Combating HIV/AIDS as on 8th March 2006.
* Dialogue on Role of Women & Political Leaders in Preventing of HIV/AIDS.
* Advocacy Seminar by Danesh & SCD on HIV/AIDS as on 15th November 2006.
* Seminar on World AIDS Day as on 1st December 2005, 2006, &2007.

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|  **JOB EXPERINCE** |

**Patient Relation Officer for Thumbay Hospital Dubai (UAE).March 2015 Till Day**

**In Patient**

* Pre-admits patients by receiving bookings from physicians, confirming admitting privileges of physicians, interviewing patients, entering patient information to pre-admissions database.
* Providing patients with information by explaining hospital admission policies, time of admission, room selection, explaining the facilities availability in the room and assuring all the things are in working condition, answering inquiries from the patient.
* Securing payments by screening insurance information, identifying patients requiring pre-admission approvals from third-party payers, verifying approvals, notifying patient accounts department of self-paying admissions.
* Preparing admission folders by gathering admission paperwork for scheduled patients.
* Greeting and receiving patients to admit by conducting personal interviews, entering demographic and insurance information, confirming pre-admission information, obtaining signatures on legal consents and insurance forms, receiving payment and issuing receipts
* Ensuring patient's arrival to hospital room by assigning patient beds, notifying nursing unit of patient's arrival, calling volunteer to transport the patient to the assigned area.
* Admission of emergency room and maternity patients by obtaining information from family members, visiting emergency room, delivery room, or patient room.
* Providing information to the public by answering admitting procedure, hospital regulation and service inquiries of patients and the public referring inquiries.

**Outpatient**

* Immediately on Patient’s entry welcoming them with a smile. Acknowledge arrival of Patient with eye contact and greeting manner.
* Guiding the patients on Hospital policies and various procedures.
* Handling the Out Patients guiding them to the concern physicians after inquiring about their complains.
* Provide efficient and professional telephone services, transfer call according to the established protocols, giving the appointments with the physicians on patient’s convenient time.
* Handling all customer queries/complaints received through phone or in person in a systematic and efficient manner, preparing RCA (Root Cause Analysis) Report.
* Respond to the patient’s complaint/grievance within shortest period of time.
* Take Inpatient feedback by visiting the rooms and Outpatient over the phone.

 **Call Center Agent in Ibrama Communication services) Jan 2014 to Dec 2014**

 **Job Responsibilities.**

* Call the clients to claim health insurance related to injury during car driving or stationary.

 **M&E in Society For Community Development Jan, 01 2011 to Dec 2013.**

**Job Responsibilities.**

* Understand and follow the Monitoring and Evaluation Guidelines.
* Develop the overall framework for M&E, for example, quarterly/ annual reviews, participatory impact assessments,
* Generate samples, carryout assessments and monitoring of SCD commodity.
* To ensure consistent implementation of the program through effective planning and evaluation monitoring.
* Supervise field staff and field based activities.
* Prepare Weekly , monthly and quarterly reporting

 **Executive Secretary in Relief International from Jan 2007 to December 2010**.

 **Job Responsibilities.**

* Arranges collection and distribution of outgoing and incoming mail. Maintains register for outgoing mail.
* Manager and Maintain the schedule of daily active to Managers.
* Manager to arrange administrative and managerial needs.
* Preparing and file the documents.
* collecting minutes to meeting
* Maintains daily telephone log book indicating outstation calls, telephone numbers, persons called, purpose (official/personal), duration of call and name of staff member making calls. Submits daily log book along with print-out of the phone calls, to the supervisor for certification. Ensures that printer is working properly and checks the print-out of the calls daily.
* Operates fax machine and maintains register for incoming and outgoing faxes.
* Arranging traveling for the managers and arranging important meeting on priority basis.
* Perform a variety of administrative or executive support tasks
* Draft letters reports and correspondence and perform other administrative tasks to ensure the smooth and efficient running of the Sector from an administrative perspective.
* Analytical and problem solving skills
* Keep and delivers messages for incoming calls and from visitors, in absence of the concerned staff member or his/her secretary.
* Good communicational skills both in written and oral. (Expert in English.)

**Baluchistan AIDS Network (Program Associate) Dec, 01, 2005- Dec, 30, 2006**

 **Job Responsibilities**

* Operates telephone exchange and controls flow of telephone calls. Connects outstation calls directly or through T&T Department and maintains record of such calls. Screens telephone calls to be connected and ensures proper priority to each call. Keeps the list of telephone numbers and latest directories.
* Arranges collection and distribution of outgoing and incoming mail. Maintains register for outgoing mail.
* Maintains daily telephone log book indicating outstation calls, telephone numbers, persons called, purpose (official/personal), duration of call and name of staff member making calls, Ensures that printer is working properly and checks the print-out of the calls daily.
* Operates fax machine and maintains register for incoming and outgoing faxes.
* Keeps track of personal calls and ensures that personal calls are connected and forwarded to finance for deduction.
* Keeps and delivers messages for incoming calls and from visitors, in absence of the

concerned staff member or his/her secretary.

* Upkeeps telephone system and supervises servicing
* Receives visitors cordially, guides them, inform the concerned staff member accordingly to receive/meet the visitor.
* Makes sure all visitors enter through Reception and makes entry in the visitors register, sign and get visitors cards.
* Traveling and accommodation arrangements for staff and visitors.
* Receives visitors cordially, guides them, inform the concerned staff member accordingly to receive/meet the visitor. Makes sure all visitors enter through Reception and makes entry in the visitors’ register, sign and get visitors cards.
* **Toshiba Office Products (Front Desk Officer/Secretary).Oct, 08,2004-Nov,07, 2005**.

 **Job Responsibilities**

* To handle telephone exchange.
* Receive and attend all sort of customer complaints and respond accordingly.
* Maintain incoming and outgoing calls record.
* Maintain incoming outgoing register.
* Logistic support in arranging meetings.
* Ensure timely delivery of services.
* Maintain office files and minutes of meeting.
* Orientation to the customers about Toshiba products.
* Maintaining record of orders and delivery of supply to the customers.
* Travelling and accommodation arrangements for staff and visitors.

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| **PERSONAL SKILLS** |

* Gifted with a very good communication and presentation skills.
* Possesses the qualities of good leadership and management.
* Gifted with the skill of frequent and easy learner.
* Have the tendency to coordinate and communicate with all sorts of people.

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| **LANGUAGES EXPENSES** |

**Languages Writing Reading Speaking**

English Excellent Excellent Excellent

Urdu Good Good Good

Pashto Weak Weak Good

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| **PERSONAL INFORMATION** |

**D.F.B:** 18/10/1983

**Marital Status** Married

**Gender**  Female