##### MONICA C:\Users\user\Downloads\Monica_pic.jpg

**E-mail :** MONICA.373854@2freemail.com

**CAREER SUMMARY:**

Highly organized Administrator with over 6 years of hands-on experience in providing administrative and clerical support in a high-volume healthcare set up. Well proficient in managing day to day operations and management duties, with special focus on ensuring high quality standard of service is provided to our clients. Works effectively with all levels of management and line staff. Dependable and competent administrator with experience in total supporting senior managers daily administrative tasks.

**AREAS OF EXPERTISE:**

**Administration:**

* Continuous connectivity with every process
* Close looped and prompt Communication
* Technically proficient
* Planning & Organization
* Problem Solving approach
* Document control &management
* Multitasking
* Prioritizing

**Professional:**

* Adaptable to the constant changing environment in healthcare sector
* Quick learner
* Efficiently handling of all assigned responsibilities.
* Able to operate under pressure
* Able to build relationships
* Loyal & discreet

**Personal:**

* Consistently striving for continuous improvement.
* Can work collaboratively and communicate effectively with team members at all levels.
* Well Organized and multi tasker .
* Logical, passionate and determined when approaching problems.
* Acting with the highest ethical standards, and always treating others fairly & with respect.
* Willing to be accountable, liable, & ready to take up responsibilities.

**PROFESSIONAL EXPERIENCE:**

### Prime Medical Center - Abu Dhabi,UAE

September 2011 till September2017

### Position: Clinic Administrator

#### Duties and Responsibilities:

* Supervising all clinical operations & providing all the necessary support to staff members in the center.
* Assisting the Branch Manager & Medical Director to ensure smooth functioning of the facility.
* Complete co-ordination with HR department in head office related to the manpower at the center.
* Handling of total inventory for the center.
* Supervising Front office & Housekeeping departments. Providing continuous training to the front office team in terms of all aspects of the reception counter functioning
* Controlling Petty cash expenses and implement means of effective cost control measures.
* Arranging staff for the Marketing Team during the external camps in companies & public places.
* Managing the pre-requisite of the new joined physicians.
* Monitoring the operations and maintenance requirements of the centre in co-ordination with the Operations Team in head office as well as locally.
* Handling all the Pre –Insurance clients efficiently, ensuring prompt service and timely dispatch of the reports.
* Arranging internal CME’s for the physicians in the clinic.
* Arranging /scheduling various committee meetings on weekly basis &recorded the minutes of the meeting.
* Providing daily statistical & Attendance reports to the Administration Manager & Director.
* Provide complete assistance to the nursing supervisor in all aspects related to nursing.
* Assist nursing staff in getting approvals from the insurance companies & the service coverage, eligibility check from insurance portals or companies directly.
* Control leaves& scheduling of all staff members.
* Prepare the monthly vital statistics as well as the annual statistics for the branch management.
* Co-ordinate with the IT department for the requirement of IT assets& the day to day issues pertaining the in-house systems and breakdowns.
* Address patient’s complaints, monitoring the customer feedbacks through the daily reports from CFS unit.
* Procuring of new equipment if required by physicians in co-ordination with Bio Medical department. Maintained the Preventive Maintenance and the Electrical safety records of all the equipments.
* Constantly ensuring the optimal use of space within the center.
* Handling complete document control management of the facility.
* Prepared & update all the policies as per the HAAD & Oshad guidelines .

### NationalHospital -Abu Dhabi, U.A.E.

December2003 to May 2011

## Position: Insurance Co-ordinator, Front Office In-charge &Hospital Administration.

#### Duties and Responsibilities:

* Co-ordination with Insurance companies for getting approvals for different services and procedures carried out in the hospital and also supervising claims on daily basis.
* Co-ordination with Doctors, Laboratory, Radiology and Pharmacy staff to keep the Rejections by the Insurance companies to the minimum.
* Co-ordinating with invoicing department for processing of the Eclaims on time submissions to the insurance companies.
* Working to clarify short paid Invoices & Rejections in order to get the payment.
* Updating and monitoring all the Reports of various Departments at the Day End.
* Independent Correspondence related to Insurance matters.
* Training Receptionists and Cashiers regarding Insurance policies and providing information related to the insurance and Company details to the doctors.
* Arranging Medical Check-up for the employees of both Offshore and Onshore Companies and supervising the prompt dispatch of the Medical reports.
* Updating HMS (Hospital Management System) with Insurance and other Company Policies
* Being member of Administration & Management team, assisting the Medical Director in the day to day activities related to the smooth functioning of the hospital.
* Conducting interviews and training sessions for the front office staff and also preparing their monthly duty schedules.
* Attending all kinds of problems in different counters to ensure that the Receptionists of the hospital are providing quality service.
* Developing, monitoring and updating the patient’s requirement.
* Member of Medical Records Committee to supervise the day to day activities related to Medical Records Department and assisting the Medical Records Committee In charge in updating all the policies as required by HAAD.
* Sending E – notifications to HAAD.

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### National Hospital - Abu Dhabi, U.A.E.

### June 1998 to December 2003

## Position: Receptionist

## Duties and Responsibilities:

* Managing the reception counter in various departments of the hospital
* Attending phone calls and coordinating between the patients and the doctors
* Attending patients paying cash and also from various companies and insurances
* Handling of different types of medicals from companies and ensuring the prompt dispatch of the reports
* Housekeeping & Receptionist In-charge

**Prestige Rubber Industries-Thane, India**

December 1996 to December 1997

**Position:Secretary**

**Duties and Responsibilities:**

* Handling all telephone calls
* Day-to-day correspondence
* Supervising the staff and attending to their problems
* Maintenance and other Office related work

# EDUCATIONAL QUALIFICATION: Bachelor of Commerce (B.Com) Mumbai University, India

TECHNICAL QUALIFICATION:Diploma in Computers from Mumbai Institute.

**TECHNOLOGICAL SKILLS: MS Office: Word, Excel, Outlook, PowerPoint**

LANGUAGES: English , Hindi, Marathi

AWARDS:

**“PRIME MERIT AWARDS”** for the year 2014-2015 as best Clinic Administrator in Prime healthcare group.

**ADDITIONAL DETAILS** :

Marital status : Married

Date of Birth : 20th December 1974

Visa Status : Husband visa