



AMINA H

Phone

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aminahanees921@gmail.com

### ✓ PERSONAL DATA

Name: Amina H

Fathers name: Hanees S

DOB: 09-01-2000

Nationality : Indian

Marital Status: Married

Current location: Kollam

### ✓ PASSPORT DETAILS

Number: C7963235

Date of Expiry: 17/03/2035

### SKILLS

#### ✓ WORK

Administration

Front Office management

Program coordination

IT (Ms Excel, Word)

Leadership

Time management

Data Entry

Presentation

#### ✓ PERSONAL

Team player

Communication

Organizational

Comparing

# AMINA H

## OPERATIONS EXECUTIVE

### CAREER OBJECTIVE

To work in an organization which provides me with ample opportunities to enhance my skills and knowledge along with contributing to growth of the organization. Looking for opportunities to incorporate my skills and training to help the company grow.

### PROFILE SUMMARY

- ✓ Patient Resource officer (Department of Cardiology & Nephrology)
- ✓ Experience in handling front office management and office administration
- ✓ Skills in problem solving and strong attention to detail and focus on task completion
- ✓ Experience in internal facility audit and programme coordination
- ✓ Experience in TAT Analysis
- ✓ Expertise in Patient care and non-clinical coordination
- ✓ Admission and Discharge process coordination

## ORGANIZATIONAL EXPERIENCE

### OPERATIONS EXECUTIVE (sep2022-nov2023)

#### Travancore medical college hospital kollam

#### Duties and responsibilities

- ✓ Guide patients and visitors to the correct departments and services.
- ✓ Assist patients with admission, discharge, and appointment procedures.
- ✓ Coordinate with doctors, nurses, and administrative departments for patient needs.
- ✓ Handle patient complaints and grievances, ensuring prompt resolution.
- ✓ Provide accurate information about hospital facilities, policies, and procedures.
- ✓ support patients in completing forms, consents, and necessary documentation.
- ✓ Ensure smooth communication between patients, families, and hospital staff.
- ✓ Maintain patient confidentiality while managing records and information.
- ✓ Educate patients about their rights, responsibilities, and available services.
- ✓ Assist in emergency situations by guiding patients and families

## **LANGUAGES**

- ✓ English
- ✓ Malayalam
- ✓ Tamil
- ✓ Hindi
- ✓

## **HOBBIES**

- ✓ Reading
- ✓ Writing
- ✓ Teaching

## **CERTIFICATIONS AND ACHIEVEMENTS**

- ✓ Second Rank in MA Public Administration from Kerala University in the year 2022
- ✓ Advances in Public Policy and Governance in the year 2022 from Indian Institute of Public Administration Kerala Regional Branch
- ✓ Certificate Course in Human Resource Management (Thrivex Business School 2024)
- ✓ Social Work Internship @ Child Welfare Committee, Kollam
- ✓ Internship @ International Human Rights Commission (Child's Rights)

## **EDUCATION AND QUALIFICATION**

- ✓ Master of Social Work (Pursuing 2023-25) from IGNOU
- ✓ Master in Public Administration from Kerala University with 79% in the year 2022
- ✓ BA (English Literature) from Kerala University with 74% in the year 2020
- ✓ Class 12th (Commerce Mathematics) from Kerala Higher Secondary Board with 81% marks in the year 2017
- ✓ Class 10th from Kerala Board of Examination, with 85% marks in the year 2015

## **DECLARATION**

I Solemnly declare that all the information is correct to the best of my knowledge and belief

AMINA H