

CHITHRA SANKAR

ADMINISTRATION



EXPERIENCE

ADMINISTRATION | Apr 2023 – Mar 2025

Alankar Healthcare, Kozhikode, Kerala, India

- Coordinate daily operations to ensure smooth workflow across departments.
- Manage patient records and ensure compliance with data protection laws.
- Oversee budgeting, billing, and financial reporting processes.
- Supervise non-clinical staff and handle HR-related tasks.
- Develop and implement administrative policies and procedures.
- Schedule appointments, meetings, and facility usage.
- Maintain inventory of medical and office supplies.
- Liaise with medical staff to support quality patient care.
- Ensure compliance with healthcare regulations and standards.
- Handle patient inquiries, complaints, and administrative support services.

| ADMINISTRATION Mar 2021 – Oct 2022 **Saroj Diagnostics Laboratory, Kozhikode, Kerala, India**

- Manage patient records and ensure compliance with data protection laws.
- Oversee budgeting, billing, and financial reporting processes.
- Supervise non-clinical staff and handle HR-related tasks.
- Develop and implement administrative policies and procedures.
- Schedule appointments, meetings, and facility usage.
- Maintain inventory of medical and office supplies.
- Liaise with medical staff to support quality patient care.



ACHIEVEMENTS

- Reduced patient wait times by 35% through streamlined appointment scheduling.
- Increased billing accuracy by 40% by implementing a new EHR system.
- Improved patient satisfaction scores by 25% via staff training and service enhancements.
- Decreased administrative costs by 20% through efficient vendor management.
- Boosted staff productivity by 30% with optimized workflow and task delegation.
- Raised insurance claim approval rate by 18% by enhancing documentation practices.
- Improved compliance audit scores by 45% after policy and procedure updates.
- Reduced patient record errors by 50% through digitization and data validation protocols.
- Increased on-time appointment rate by 33% with automated reminders and rescheduling tools.



KEY SKILLS

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|--------------------------|--------------------------|
| • Data Entry | • Record Keeping |
| • Medical Terminology | • Attention to Detail |
| • Administration | • Team Collaboration |
| • Communication Skills | • Front Desk Operations |
| • Time Management | • Professional Etiquette |
| • Multitasking | • Telephone Handling |
| • Reception Duties | • Critical Thinking |
| • Customer Service | • Strategic Planning |
| • Confidentiality | • Adaptability |
| • Appointment Scheduling | • Problem Solving |



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CAREER SUMMARY

Detail-oriented and highly organized Medical Biochemistry graduate with a strong foundation in laboratory procedures, data management, and healthcare systems. Possess excellent communication, multitasking, and problem-solving skills developed through academic and clinical experience. Eager to transition into administration or receptionist roles in a reputed organization.

EDUCATIONAL QUALIFICATIONS

- Bachelor of Science in Medical Biochemistry** | 2018
University of Calicut, Kerala, India
- Higher Secondary** | 2014
Board of Higher Secondary Examination, Kerala, India

SOFTWARE SKILLS

- MS Word
- MS Excel
- PowerPoint

ADDITIONAL INFO

Nationality : Indian
Gender : Female
DOB : 26/03/1997
Passport No : V7675987
Visa Status : Visit Visa

LANGUAGES KNOWN

English, Hindi, Malayalam, Tamil