

# MARIA BAWANI

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## CAREER OBJECTIVE

Dedicated and detail-oriented administrative professional with a strong organizational skillset seeking a challenging position in Hospital Industry. Committed to delivering exceptional administrative support, maintaining confidentiality, and providing excellent customer service. Experienced in multitasking and managing office operations efficiently. Seeking an opportunity to contribute to the success of an organization through effective communication and strong attention to detail.

## WORK EXPERIENCE



### Saifee Hospital Trust IPD Incharge

Jan 2024 – May 2024

- Supervise daily administrative operations, professional greeting of visitors, to the highest standards.
- Prepare monthly schedules, appraisals and performance management of staff, training of new staff. Checking future planned leaves, planning substitutes, and ensuring overtime is provided when necessary.
- Manage room reservations ensuring that my team is processing all enquiries accurately.
- Monitor all in-patient advances and refunds.
- Final checking of billing when patient is discharged.
- Answer queries from doctors, nurses, and healthcare staff.
- Resolve potential issues with patients.
- Stay up to date with healthcare regulations.
- Conducting interviews for my department with HOD.



### Liaquat National Hospital and Medical College Administrative Officer

Sep 2022 – Aug 2023

- Prepare and analyze monthly reports for department performance.
- Coordinate patient appointments and arrange visits with Doctors/Nurses.
- Conduct follow-ups with discharged patients to promote hospital services.
- Ensure accurate documentation and filing of patient records.
- Organize and coordinate hospital events and activities.
- Manage transportation logistics for hospital staff and patients.
- Invoicing and payment processing.



### Aga Khan University Hospital Receptionist

Apr 2019 – Sep 2022

- Manage pre-employment medical examination procedures for new hires.
- Handle cash transactions and maintain accurate financial records.
- Provide excellent phone courtesy and professional communication with patients and visitors.
- Assist in the preparation and review of audit and corporate monthly reports.
- Coordinate and manage the daily operations of the clinic based on the assigned roster of doctors and staff.



### Head Start School System Admin Trainee

Jun 2018 – Sep 2018

- Oversee the management of the school office operations.
- Maintain effective communication with parents and students.



**Aga Khan University Hospital**  
**Receptionist**

**Mar 2016 - Mar 2018**

- Manage student records and financial transactions.
- Provide administrative support for coordinating school events.

- Manage pre-employment medical examination procedures for new hires.
- Handle cash transactions and maintain accurate financial records.
- Provide excellent phone courtesy and professional communication with patients and visitors.
- Assist in the preparation and review of audit and corporate monthly reports.
- Coordinate and manage the daily operations of the clinic based on the assigned roster of doctors and staff.



**Habib Metropolitan Bank**  
**Intern**

**2012**

**EDUCATION**



**Bahria University Karachi | Masters in Business Administration**

**2015**

**Bahria University Karachi | Bachelors in Business Administration**

**2013**

**PROJECTS**

**Post Merger Performance of KSE listed, selected banks of Pakistan – Thesis:**

- The aim of the study was to analyze the performance of selected banks before and after merger in terms of ROA & ROE but the analysis proved that there is no such positive outcome after merge.

**KEY SKILLS**

- Decision Making
- Multitasking
- Time Management
- Data Management
- Teamwork
- Detail Oriented
- Customer Service
- Leadership