



BASANTA RAI

PATIENT CORDINATOR SHARJAH, 0000, +971 567113310

◦ DETAILS ◦

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basanrai25@gmail.com

Date / Place of birth

16/03/1991
Itanagar

Nationality
Indian

◦ SKILLS ◦

Problem Solving

Conflict Resolution

Hard Working

Active Listening

Good time management

Self-motivation

Creativity

Decision Making

Critical thinking and problem
solving

Creativity

Critical thinking and problem
solving

Microsoft PowerPoint

Leadership Skills

Teamwork

Time Management

Microsoft Excel

Effective Time Management

Adaptability

Communication

Ability to Work in a Team

Communication Skills

Fast Learner



PROFILE

4+ years of experience as a Patient Care Coordinator. Looking to obtain a challenging position where I can maximize my strong leadership, excellent communication skills, attention to detail, as well as supervisory skills to acquire new abilities and an opportunity for personal growth and contribution.



EMPLOYMENT HISTORY

Senior Executive at Asian institute of Gastroentrology, Hyderabad

January 2020 — January 2024

- Preparing Doctor's roster as per their availability to schedule the appointment slot for OP
- Handling OP according to the doctor's availability
- Coordinating with patients and with their attendants for their queries and guiding them to concerned departments.
- Coordinated with all departments for fastening the registration process, investigations, reports and admission process and Daycare procedure process.
- Making rounds for to every doctor for the requirements and updates
- Managing daily schedule and communicating through Telephone, etc.
- Maintaining confidential documents on priority
- Maintaining MIS reports periodically and Data Management.
- Providing training for new join employees
- To ensure good interpersonal skills, the ability to handle multiple tasks at a given time
- Maintaining inter-departmental relationships among all employees
- Coordinating and doing follow-ups for all pending reports, admissions, and discharges
- To support preparing daily reports and handling multiple tasks simultaneously

Front office Executive at Sillicon Ville Gachibowli, Hyderabad, Hyderabad

June 2018 — November 2019

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully furnished to accommodate guests' needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate
- Maintain updated records of bookings and payments



EDUCATION

Microsoft Office
Ability to Work Under Pressure
Computer Skills
Leadership
Complex Problem Solving
Creative Thinking
Ability to Multitask
Highly Organized
Customer Service
Customer Relations

◦ **HOBBIES** ◦

Traveling, Driving, Reading,
cricket, and Football

◦ **LANGUAGES** ◦

Hindi

English

Nepali

Assemese

B.com (HRM), Dera Natung Govt. College, Itanagar
June 2014 — August 2017

Diploma in Computer application, Unitech Computer Institute, Itanagar
August 2012 — February 2013

The main objective of DCA is to equip students with a fundamental knowledge of computers by evolving subjects like aspects of the internet, Microsoft tools, operating systems, and other relevant topics.

Operating systems, MS-Word, MS-Excel, MS-Powerpoint, Introduction to Computer and Internet, Computer Organizations, etc.