



MIR MASOOD ALI KHAN

Admin / Front Office Executive / Receptionist

Accomplished administration professional with over eight years of progressive experience in healthcare front office management, patient coordination, and operational supervision. Demonstrated ability to manage high-pressure environments, including emergency department operations and critical patient interactions. Combines financial acumen with exceptional interpersonal skills to streamline billing processes, enhance patient satisfaction, and support executive-level leadership. Recognized with multiple "Best Employee" awards for consistent performance, reliability, and contributions to team efficiency.

mr.mir1860@gmail.com +971 521361463 Dubai, UAE Driving License: UAE (Valid till 25/03/2028)

CORE COMPETENCIES

Executive Support & Calendar Management | Cash Handling & Financial Reconciliation | Crisis Intervention & Critical Care Support | Team Supervision & Shift Management | OPD/IPD Operations Management | Insurance Processing & Verification | Patient Registration & Billing | Emergency Department Coordination

PROFESSIONAL EXPERIENCE

Assistant Manager

Arete Hospital

Apr 2024 - Oct 2025

Gachibowli, India

- Managed daily operations of the Emergency Department, ensuring seamless patient flow and efficient handling of critical cases.
- Supervised front-line staff and coordinated with medical teams to deliver prompt, high-quality care during emergency situations.
- Oversaw patient admission, registration, and discharge processes, maintaining accuracy in documentation and compliance with hospital policies.
- Addressed patient and family concerns with empathy and professionalism, resolving issues promptly to uphold service standards.
- Monitored department performance metrics and implemented process improvements to enhance operational effectiveness.
- Recognized with the "Best Employee Award 2025" for outstanding contribution to emergency services and patient satisfaction.

Senior Executive

Care Hospitals

Apr 2017 - Apr 2024

Musheerabad, India

- Led front office operations as OPD Incharge, managing patient registration, OPD/IPD billing, insurance processing, and financial transactions.
- Handled large-volume cash collections and reconciled daily financial activities, ensuring accuracy and transparency in all departmental accounts.
- Served as Personal Assistant to the Medical Director of the Cardiology Department, coordinating schedules, meetings, and intra-departmental communication.
- Assumed Manager on Duty responsibilities, supervising night shifts and overseeing emergency response protocols.
- Streamlined patient flow and reduced waiting times by implementing efficient registration and documentation procedures.
- Received the "Best Employee" award in recognition of exceptional performance, dedication, and leadership.

EDUCATION

Bachelor of Commerce (B.Com) | Ms College, India | 2017 | Marks: 705

PROFESSIONAL SKILLS

Front Office Administration | Customer Service Excellence | Internal Communication | Stakeholder Coordination | Data Management | Problem-Solving Abilities | Time Management | Adaptability & Resilience | Decision-Making | Interpersonal Skills

LANGUAGES

Telugu (Native) | Hindi (Fluent) | English (Fluent)