

SALINI SIVAN

Medical Lab Technician | Healthcare Administrative & Customer Support Professional

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PROFESSIONAL SUMMARY

Customer-focused Medical Laboratory Technician with over 2 years of experience in clinical laboratory operations, patient service, and healthcare administrative support. Hands-on experience operating laboratory equipment including microscope, centrifuge, semi-auto analyser, and hot air oven, alongside front desk operations, appointment scheduling, and electronic health record management. Strong communicator with proven ability to maintain accurate records, support clinical workflows, and deliver excellent patient care in fast-paced healthcare environments. Seeking a Medical Lab Technician, Lab Assistant, or Healthcare Administrative Support role in the UAE.

CORE SKILLS

- Laboratory Equipment: Microscope, Centrifuge, Semi Auto Analyser, Hot Air Oven, Autoclave, Sample Processing
- Clinical Support: Sample Collection & Handling, Specimen Registration, Laboratory Record Keeping, Quality & Safety Compliance
- Healthcare Administration: Patient Registration, Appointment Scheduling, Visitor Management, Electronic Health Records (EHR)
- Customer Service: Patient & Customer Support, Complaint Resolution, Telephone & Email Communication, Guest Relations
- Technical Tools: Data Entry, Electronic Health Records (EHR), Basic Computer Skills
- Soft Skills: Communication, Teamwork, Time Management, Multitasking, Problem Solving, Attention to Detail, Adaptability

PROFESSIONAL EXPERIENCE

Lab Technician / Administrative Support — Medivision Medical Laboratory, Perumbavoor, India

2023 – 2025

- Operated and maintained laboratory equipment including microscope, centrifuge, semi auto analyser, and hot air oven for accurate sample processing.
- Collected, handled, and processed patient samples in compliance with laboratory safety and quality standards.
- Delivered excellent patient service by assisting patients and responding to inquiries professionally.
- Managed front desk operations, appointment scheduling, visitor registration, and telephone calls.
- Performed accurate data entry, maintained confidential patient records, and organized laboratory documentation.
- Coordinated with clinical and administrative departments to ensure smooth daily laboratory operations.
- Assisted in resolving patient concerns while maintaining a professional and welcoming environment.

Trainee Lab Technician / Customer Support — SN Mission Hospital, Perumbavoor, India

2021

- Assisted with sample collection, laboratory testing procedures, and equipment handling under supervision.
- Assisted patients during registration and front desk activities.
- Responded to patient inquiries and guided visitors to appropriate departments.
- Maintained laboratory records and supported administrative tasks.
- Assisted healthcare staff in ensuring efficient patient service and daily operations.

EDUCATION

Diploma in Medical Laboratory Technology (DMLT)

All Saints Educational Institute | 2020 – 2022

Higher Secondary (Commerce) — THS Kavumpura

SSLC — Kerala Board of Public Examinations

LANGUAGES

English • Malayalam • Hindi • Tamil

ADDITIONAL INFORMATION

- Indian National
- Visa Status: On Visit Visa, valid till 29 October 2026
- Immediate Joiner