

Subarna Dural

Healthcare Administration | Medical Reception | Patient Coordination

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PROFESSIONAL SUMMARY

Empathetic, reliable, and detail-focused healthcare professional with a General Nursing and Midwifery (GNM) diploma, 2 years of hospital clinical experience, and proven customer support expertise. Dedicated to providing a calm, organized, and reassuring experience for patients and families during front-desk triage and registration. Skilled in front-desk reception, appointment coordination, medical record-keeping, and confidential handling of patient information. Seeking a Medical Receptionist, Patient Care Coordinator, or Healthcare Administrative Assistant role in Dubai.

CORE SKILLS

- Front-desk reception, patient check-in/out, and telephone enquiry management
- Appointment coordination, schedule management, and patient communication
- Accurate data entry, medical documentation, and record-keeping (EHR)
- Patient confidentiality, privacy protocols, and healthcare compliance
- Customer service, conflict resolution, and multilingual communication
- Teamwork, adaptability, critical thinking, and time management

PROFESSIONAL EXPERIENCE

Customer Support & Administrative Coordinator | Jan 2025 – Aug 2026

Bajaj Finance Limited

- Handled customer enquiries and resolved service requests professionally and courteously
- Provided administrative support, including database management, task coordination, and records verification
- Maintained accurate records, spreadsheets, and confidential documentation
- Researched, drafted, and proofread clear, professional customer correspondence

Staff Nurse | Jan 2023 – Dec 2024

City Hospital, Siliguri, India

- Delivered compassionate patient care and assisted in medical procedures across the Medical-Surgical Ward, Emergency Ward
- Maintained accurate clinical charts, patient records, and strict compliance with hospital protocols
- Reduced medication administration errors by 15% through strict adherence to double-check protocols
- Trained and mentored 10+ junior nurses on infection control and emergency response procedures

EDUCATION

Diploma in General Nursing and Midwifery (GNM) | 2018 – 2022

Gangothri School of Nursing, Bangalore, India

Higher Secondary Education | 2015 – 2016

Kalimpong Girls Higher Secondary School

Secondary School Certificate | 2010 – 2014

Griffiths Higher Secondary School

CERTIFICATIONS

- WBC & INC Registered Nurse – Registration No. 116343-NM

ACHIEVEMENTS

- Best Patient Care Award (2024) – recognized for excellence in patient safety and quality improvement
- Successfully implemented EHR training for multidisciplinary clinical and support staff

ADDITIONAL INFORMATION

Nationality: Indian | Visa Status: Visit Visa (Valid until 12 Nov 2026) | Availability: Immediate Joining