

# Khushnuma Saifi

**Hard-working, goal-oriented, and a team player seeking an opportunity to incorporate my skills and put them to use.**

Delhi, Delhi

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+91 99105 59249

Dedicated Customer Service Representative dedicated to providing quality care for ultimate customer satisfaction.

## Work Experience

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### **Financial counsellor**

Cloudnine Hospital - Gurgaon, Haryana

July 2023 to Present

- Communicating with patients and giving financial counselling
- Grievance Handling of Patient & Patient Relative
- Giving OT estimation
- Documenting and reporting all payment information
- Offering education and training to patients about their payment options and financial assistance opportunities
- Negotiating about patient payment arrangements

### **Care Manager**

Apollo Fertility - Lajpat Nagar, Delhi, Delhi

May 2022 to December 2022

- Coordinating Medical Treatment including administering assessments, developing care plans, monitoring medication compliance, and more. Relationship building with patients.
- I am responsible for ensuring the patient's chronic conditions are managed properly.
- Consents & Counseling to the domestic & International patients about their procedures.
- Schedule regular meetings with all caregivers, doctors and specialists involved in a patient's care.
- Maintain an information data stream on multiple patients.
- Identify problems ahead of time and initiate appropriate occasions.
- Keep up to date and detailed records on all patients.
- Collaborated with the health care team to establish and manage patient care.
- Handled all clinical applications of respiratory care.

### **Deputy Manager**

Ferticity IVF & Fertility Clinics - 12, Navjeevan Vihar Geetanjali Enclave, Malviya Nagar, New Delhi, Delhi 110017

December 2021 to May 2022

- Experience in developing leads and researching potential clients.
- Excellent verbal and written communication skills.
- Interpersonal skills and comfort with meeting new people on daily basis.
- Ability to contact customers complete sales, and manage other tasks independently.

- Contributes to team effort by accomplishing related results as needed.
- To share responsibilities for the management of effective administration, reports, service improvement plans and correspondence.
- To encourage socializing by creating an environment where clients can receive support and have social interactions in a welcoming, calm and safe place.
- To attend and run staff meetings. To liaise with appropriate agencies and participate in external meetings as required.

### **Deputy Manager**

Advance Fertility & Gynecology Centre. - Ring, Jammu and Kashmir  
December 2018 to December 2021

- As a receptionist in a healthcare setting.
- my responsibilities include introducing and training staff on a new appointment scheduling system.
- coordinating patient transportation, maintaining accurate records and accounts.
- Optimizing patient satisfaction and provider time.
- Ensuring efficient operation of the facility by following policies and procedures.

## Education

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### **Bachelor's degree in Bachelor of Arts**

Gargi, University of Delhi - Delhi, Delhi  
March 2014 to August 2017

## Skills / IT Skills

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- Customer service
- Pediatrics
- OPD
- Patient care
- OT
- Healthcare
- Communication Skill
- Leadership
- Positive Attitude
- Time Management
- Flexibility
- Empathy
- Stress Management
- Attention to detail
- Team Work
- Following protocols
- Cleanliness
- Communication skills

- Microsoft Office
- Care manager