

Hiren Kamani

T: 07476483087 E: hiren@hirenkamani.co.uk Website: <https://www.hirenkamani.co.uk>

G: <https://github.com/hkamani> L: <https://linkedin.com/in/hirenkamani>

Hardworking Professional with 18 Years of experience and proven knowledge of back and front office operations, administrative support, and customer service.

Work Experience

Department Pathway Coordinator / Ward Administrator • *Feb 2017 – Present*

UCLH, London

- Provide an efficient and effective administrative service to a multidisciplinary Nutrition and Dietetics and Speech and Language team, proactively maintain patient pathways, including validation, bookings and solving queries that arise.
- Provide patients with a primary point of contact between the multidisciplinary team and their colleagues, patients, relatives and GP's providing relevant information and assisting with queries
- Collaborating with departmental leaders to establish organisational goals, strategic plans and objectives
- Administrator for the AHP CPPD fund for staff training, handling queries and raising purchase orders
- Handling cash and card payments for the emergency travel clinic, maintenance of medical charts and/or electronic medical record (filing, op reports), locate, check in and pull medical records for appointments and incomplete patient charts.

Ward Administrator • *April 2015 - Feb 2017*

ChelWest NHS Trust, London

- Adeptly managed a multi-line phone system and greeted all patients pleasantly, directing calls to appropriate individuals and departments.
- Facilitated organised record retrieval and access by maintaining filing system for both in-patient and discharged residents.
- Booking follow-up appointments.
- Collaborating with departmental leaders to establish organisational goals, strategic plans and objectives.
- Maintained strict patient and doctor confidentiality.

Ward Clerk • *April 2015 - Sept 2014*

The Heart Hospital at UCLH NHS Foundation Trust, London

- Adeptly managed a multi-line phone system and greeted all patients pleasantly, directing calls to appropriate individuals and departments.
- Facilitated organised record retrieval and access by maintaining filing system for both in-patient and discharged residents, Booking follow-up appointments.
- Collaborating with departmental leaders to establish organisational goals, strategic plans and objectives.
- Maintained strict patient and doctor confidentiality.

Tech Support • *Feb 2014 - Sept 2014*

Sona Tours Ltd, London

- Set up staff workstations with PCs and Macs
- Set up staff mobile devices.
- Delivered on-site IT and AV technical support for staff.
- Helped with office move and setting up in new location.

Outbound Sales Advisor • *Nov 2013 - Jan 2014*

TTEC - Auckland, New Zealand

- Outbound Sales adviser and classified ads creator for Fair Fax Media.
- Used specialist software (Pongrass) for regional newspapers.
- Created composite pages for programs using information provided by the clients located in Melbourne, Australia.

CIC Administrator • *Oct 2013 - Nov 2013*

Mondelēz International - Auckland City, New Zealand

- Administrator for the sales team, processing credit notes in a timely manner using SAP and Excel.
- Customer maintenance - creation, modification and closure of accounts.
- Vendor maintenance - modification and closure of accounts.

Customer Service Officer • *April 2008 - Aug 2013*

HSBC Plc, London

- Proactively assessed clients' financial situations to develop strategic financial planning solutions.
- Collaborated with the compliance department to eliminate procedural errors and complied with regulatory requirements including Anti Money Laundering.
- Maintained confidentiality of bank records and client information.
- Maintained friendly and professional customer interactions, politely assisted customers in person and on the telephone, providing an elevated customer experience.

Office Administrator • *Sept 2004 - April 2008*

AD Shah FS, London

- Oversaw inventory and office supply purchases, liaised with vendors to order and maintain inventory of office supplies.
- Entered numerical data into databases in a timely and accurate manner, scanned documentation, filed records and prepared correspondence and reports.
- Proactively assessed clients' financial situations to develop strategic financial planning solutions.
- Provided users with technical support for IT troubleshooting.
- Set up a computerised company database for record keeping using MS Access

Certifications - <https://www.credly.com/users/hiren-kamani/>

AWS Certified Cloud Practitioner

September 2022

Azure Fundamentals AZ900

October 2022

ISC2 Certified in Cybersecurity

October 2022

Skills

- New Installations, Maintenance, Technical Support and Help Desk
- Issue and Resolution Tracking
- Customer Service Support
- Microsoft Office and Office 365
- AWS (Less than 1 year)
- MS Azure (Less than 1 year)
- Office Administration
- CRM
- Anti Money Laundering
- Retail Banking
- Sales