



RINA RAI

EXECUTIVE ASSISTANT

DETAILS

ADDRESS:

Corniche, Abu Dhabi,
United Arab Emirates

PHONE:

+971 56 242 0624

EMAIL:

rinarai916@gmail.com

SKILLS

- Critical thinking and problem solving
- Creativity
- Ability to Work Under Pressure
- Fast Learner
- Communication
- Computer Skills
- Adaptability
- Ability to Multitask
- Customer Service
- Effective Time Management
- Communication Skills
- Polyglot

LANGUAGES

- Nepali
- English
- Hindi
- Urdu
- Tagalog
- Arabic

PROFILE

Highly motivated executive assistant with 13+ years experience and a proven track record in customer service demonstrating effective problem solving skills, and communication, increased efficiency of patient care by 25% in General Practition Department by reducing the time spent on transcribing medical records.

EMPLOYMENT HISTORY

Physician Assistant / Medical Transcriptionist, London Consulting Medical Center

Mar 2022 - Present

Abu Dhabi

- Developed and maintained a comprehensive library of medical codes and descriptions, ensuring compliance with coding standards, and reducing time spent on revision by 50%.
- Collaborated with physicians and other healthcare providers to clarify medical record documentation and coding accuracy.
- Researched and resolved coding discrepancies improving accuracy of medical records by 25%, reassuring doctors that patient records are duly kept.

Guest Relations Executive, Al Ahalia Hospital

Nov, 2020 - Mar, 2022

Abu Dhabi

- Effectively managed billing and invoicing as well as patient scheduling, ensuring patients maintain an easy and satisfactory transition, reducing complaints by 30%.
- Prepared bills of all lab orders, and medication given to patients in the ward.
- Provided a welcoming environment that assured patients their health is of top priority, improving patient satisfaction by 27%.

Receptionist and Personal Assistant, Beauty Tree Ayurveda Medical Center

Jan, 2020 - Jun, 2020

Abu Dhabi

- Organized and scheduled business arrangements and conferences, through effective coordination between all parties involved.
- Maintained security and telecommunication systems, following procedures to the best of my abilities, monitoring logbooks, and issuing visitor badges.
- Ensured tasks and deadlines are met by effectively communicating with managers on due dates.

Nursing Assistant / Receptionist, NMC Royal Women's Hospital

Mar, 2015 - Jan, 2020

Abu Dhabi

- Supported nursing staff in the assessment and monitoring of patient conditions.
- Preserved a high standard of cleanliness within each working premises.
- Trained 8 batches of new recruits every 6 months, ensuring a clear understanding of hospital rules and their assigned duties.

Accountant, Krishna Prabha Savings and Co-Operative Pvt. Ltd.

Mar, 2015 - Jan, 2020

Kathmandu, Nepal

- Successfully managed and monitored all areas of financial operations, including expenses against budget, reducing the risk of running over budget by 20%.
- Monitoring client count whilst ensuring client services are carried out duly, running frequent profitability checks on offices.
- Promptly and effectively resolved customer complaints, focusing on client satisfaction.

CERTIFICATES

Nursing Assistant / Care Giver Course - AMCA Certification

Oct, 2023 - current

Abu Dhabi