**Ms. Gulista Sayyad** **+91-9911186485/9911186480 Email - gulista.sayyad@gmail.com**

# Objectives

To work hard with full determination and dedication to achieve organizational goals.

# Professional Experiences

* Presently working in Fortis Hospital as Executive assistant from 06th Nov’17 to till date.
* Worked with Max Healthcare PPN as a Senior Patient care executive from 1st dec’14 to 31st mar’2017.( 2 year 3months)
* Worked with WNS as a Sr. Associate from 30 July 2013 to 30 Nov’14 max process (1year 4 months)
* Worked with SPANCO BPO as a Quality analyst from Sep 2012 to 29 July 2013 (11 months)
* Worked with Max Healthcare Saket as a Customer care executive (1 Year 11 months)
* Worked with Reliance HR service pvt. Ltd. as a customer service officer (9 months)
* Worked with Fahrenheit Insurance co. as a team leader & coordinator (2 years)

Coordinator Fortis Flt. Lt. Rajan Dhall Hospital Vasant Kunj - 6th Nov’2017 to till date

* Co-ordination with all PSU & Pvt. corporate clients for their bills, concerns and queries.
* Billing – OPD/Health check-up for domestic and international.
* Queries OPD/ Health check-up domestic & International through calls, emails and all Escalations.
* Co-ordination with Panel doctors, Concerned Departments (IPS team, radiology, cardiology, audiology, gynecology, ophthalmology & IPD) to make smooth and ease process.
* Maintained daily OPD reports data for PHC Conversion and OPD status, Daily detailed reports like Check list, Physical Prescription data, Refused consents ect.

**As a Plastic Surgery, Thoracic Surgery & Nephrology Coordinator**

* Taking care of all out-patients on daily basis – All three specialties.
* Handling all international patients from different countries (Uzbekistan, Myanmar, Bangladesh, Afghanistan and Dubai & Singapore) Insure them related their line of treatment and co-ordinate for paper work formalities from the relevant departments (Like- Legal, IPS team, TPA, FO Billing, embassy and FRRO for visa extension and renewal of visa related formalities. Issued all domestic and international Paper work for their treatment related.
* Maintaining all OPD/IPD/Appt. Check list, discharges, Admissions and OPD concerns, Handling All OPD Slots creation, Deletion and Blocking of OPD, OT Booking & SRL Lab.
* Maintain data in excel for both specialties and share on daily basis with respective departments.

Patient care executive - Max hospital anchsheel Park - 1st dec’14 to 31st mar’2017

* Handling Immigration team & corporate clients.
* Worked with international organization for migration The UN Agency (IOM) for refugee medical examination as a coordinator & Handing Immigration for UK, USA, AUSTRALIA, CANADA, NEWZEALAND and KOREA.
* Coordinate with empanelled doctors for all immigration maintain all countries data/detailed information/Complaints, Reports /Corrections/Appointment request/medical & non-medical queries, Medical information to the applicant for any medical furtherance required.
* As a senior executive handling all escalations, Concerns, Queries & call centre for all Incoming & Outgoing calls through EPBAX, OPD Schedules blocking for doctors, modalities, slot creation/deletion/update, Handling Queries/Booking/Cancellation /Rescheduling and Outbound calling: - PHP Call back/Immigration queries/General queries/Anniversary PHP & Data maintain for updates, doctor info. /staff info. /department wise info and all type of Information & Queries.

Sr. Associate - WNS Buisness Consulting P. Ltd. (Gurgaon) - 29 July’2013 to 30th Nov’2014

* Process Update through briefing sessions with team members, Arrange Team R&R, Manage daily MIS report-Attendance, roster, late login report, break exceeded report, Dipstick and Feedbacks to Agents, Floor trainings for new joiners for their Process Knowledge and live experiences.
* Escalations handle - Patients and Clients.

Quality Analyst - SPANCO BPO Ltd. (Gurgaon ) - 07th Sep’2012 to 30th Jul ’2013

* Floor dipstick, feedbacks to Agents, Agent performance on Quality parameters, Weekly & Monthly Champions, Batch audit’s for on floor agents & trainees, performing certification of training batch.
* Issuing of Warning letters (ZTP’s & Fatal’s) for on floor agents & trainees.
* Daily attendance, roster, head count tracker, Handling all Escalations, Daily updates from all Max hospital’s Delhi & NCR locations and percolate entire team about all process related updates.

Customer Care Executive - Max Healthcare (Saket) - 16th Aug’2011 to 7th Sep’2012

* All Appointment Schedule, Rescheduling, Cancelling appointment, OPD blocking, transferring all incoming and outgoing calls to relevant department, Daily Check lists for on duty doctors.
* Resolving patient’s query for any medical problem or related diseases.

Customer service officer - Reliance HR service P. Ltd (Okhla) - 07th Oct 2008 to 30th Jun’2009.

* Handling all incoming, outgoing calls & Transfer calls to relevant department.
* Handling new business & all renewals for medical and non medical, appt’s & Check lists.
* Resolving customer’s queries/issues/concerns/feedbacks and renewals, Maintain all data and share with the Concern team & head on daily, weekly and monthly basis.

Sr. Executive & Coordinator - Fahrenheit Financial Services - 10th May’2006 to 10th July’2008.

* Handling a team of 8 executives for general Insurance.
* Maintaining Attendance, payrolls & monthly reports
* Handling training for medical & non-medical, all insurance related updates planning for new business, handling renewals, Problem resolving and process orientation,.

# Achievements

* + Appreciated by Facility Director as a Star performer Fortis Vasant Kunj.
  + Green card appreciation from patient’s along with Google review for best patient services.
  + Appreciated by GM ops for Performance Max Hospital Panchsheel Park
  + Rewarded by GM ops for quarterly performance in Max Hospital Panchsheel Park
  + Appreciated by Client (**Director Marketing Max**) for the patient problem resolution in WNS.
  + Honored as a best & consistent performer at Max Hospital Saket
  + Best consistent performer for new business in Fahrenheit.

# Education & Personal Details

* + Graduation from Dr. CV Raman University
  + 12th & 10th from C.B.S.E
  + Marital status: Single
  + Language Known: - Hindi, English & Urdu
  + Computer knowledge: MS Office/Internet surfing
  + Current Residence: - D-30, GF, gali No.1, main batla house, Okhla, ND-25

**I hereby declare that all the statement made in this resume are true, complete and correct according to my best knowledge and belief.**

**Date: (Gulista Sayyad)**