

MOHAMED SALIH

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Bandra, Mumbai, India

Education

B Com
Manipal Academy of Higher Education
Dubai, UAE

Higher Secondary
Darul Huda Islamic School Al Ain, UAE

Languages

Arabic

English

Malayalam

Hindi

Tamil

Software Proficiencies

MS Office

Desktop Support

SAP Software

PeopleSoft

Oracle HRM

Bio Time Attendance System

Summary

Results-oriented and experienced professional with a strong background in customer service, public relations and HR management. Skilled in managing customer inquiries, resolving complaints and ensuring high levels of patient satisfaction in healthcare settings. Expertise in government relations, including handling licensing, document processing and legal procedures as a Public Relations Officer, acting as the company's representative for all government-related tasks. Proven ability to manage HR functions, including recruitment, employee engagement and performance management, while ensuring compliance with labour laws. Adept at building relationships, improving service quality and contributing to organizational growth through effective communication and team leadership.

Expertise

- Customer Service
- Recruitment & Onboarding
- Employee Engagement
- Process Improvement
- Document Management
- Communication Skills
- Client Relations
- Conflict Resolution
- Brand Promotion
- Staff Leadership
- Multitasking
- Patient education
- Time Management
- Problem Solving
- Adaptability
- Empathy
- Positive Attitude
- Team Work

Work Experience

CUSTOMER SERVICE | Apr 2025 – Jun 2026
NOVA HEALTHCARE, DOHA, QATAR

- Provide exceptional customer service to patients, addressing inquiries, resolving complaints, and ensuring satisfaction with healthcare services.
- Assist patients with appointment scheduling, insurance queries, and medical records management to streamline healthcare access.
- Coordinate with healthcare teams to ensure smooth patient transitions and accurate information flow throughout their treatment process.
- Manage customer feedback and conduct surveys to continuously improve service quality, leading to a 20% increase in patient satisfaction.
- Maintain up-to-date knowledge of services, policies, and procedures to provide accurate and timely assistance to patients and staff.

CUSTOMER SERVICE | Oct 2022 - Apr 2025
NASEEM HEALTHCARE, DOHA, QATAR

- Delivered outstanding customer service, addressing patient inquiries and providing timely assistance with medical services, appointment scheduling, and insurance processes.
- Managed patient registration and facilitated smooth check-in/check-out procedures, improving patient flow and reducing wait times by 15%.
- Coordinated with medical staff to ensure seamless patient care and accurate communication regarding treatment plans, test results, and follow-ups.
- Handled patient complaints and concerns with empathy, achieving a 95% customer satisfaction rate based on feedback surveys.
- Processed insurance claims and verified eligibility, ensuring compliance with healthcare policies and reducing claim processing errors by 10%.

Personal Details

Nationality	Indian
D.O.B	23/08/1996
Gender	Male
Marital Status	Married
Passport No	V7765007
Date of Expiry	24/ 07/ 2031
Visa Type	Residence Visa (Transferrable)
Driving license	Valid Qatar Driving License

TYPIST & PUBLIC RELATIONS OFFICER (HOD) | Feb 2021 - Dec 2021
GOLDEN CLASS GROUP, ABU DHABI, UAE

- Represented the company for government-related tasks, including licensing, documentation, and legal procedures.
- Managed official documents, ensuring compliance with legal requirements and regulatory submissions.
- Handled public inquiries and maintained government relationships for smooth document processing.
- Organized corporate events, press releases, and media outreach to enhance the company's public image.
- Led the PR team, ensuring efficient operations and adherence to company policies and regulations.

HR MANAGER & PUBLIC RELATION OFFICER | Dec 2019 - Feb 2021
RESTAURANT 20-80 L.L.C, AL AIN, UAE

- Managed all HR functions, including recruitment, onboarding, training, and performance management, ensuring compliance with company policies and UAE labour laws.
- Oversee all HR functions, including recruitment, employee relations, performance management and compliance with labour laws to ensure effective workforce management and organizational success.
- Represented the company as the Public Relations Officer, handling government-related processes such as licensing, document processing and legal procedures to maintain regulatory compliance.
- Developed and implemented employee engagement programs to enhance job satisfaction, retention and overall organizational culture.

TYPIST & PUBLIC RELATION OFFICER | Jan 2018 - Dec 2019
BONNU TYPING, AL AIN, UAE

TYPIST & PUBLIC RELATION OFFICER | Jan 2016 - Jan 2018
AL YAMAMA TYPING & TRANSACTIONS, AL AIN, UAE

- Managed official documentation and communication, ensuring accurate processing of legal documents, licenses, and regulatory submissions in compliance with government regulations.
- Acted as the company representative for government-related tasks, including handling licensing, document processing, and legal procedures for smooth operations.
- Provided excellent customer service by responding to inquiries, managing client interactions, and maintaining strong relationships with both government authorities and clients.

BRAND PROMOTER- MERCHANDISER (PART-TIME) | Feb 2015 - Aug 2015
AL TAJ ADVERTISING, DUBAI, UAE

- Promoted brand awareness and increased sales by engaging with customers, showcasing products, and ensuring effective use of displays and promotional materials.
- Conducted product demos and partnered with marketing to execute campaigns, resulting in a 20% increase in customer engagement and a 15% sales boost.

Declaration

Hereby declared that the above particulars of facts and information stated are true, correct and complete to the best of the belief and knowledge.

MOHAMED SALIH