

# FAISAL ABBASI

Senior Admin & Patient Services Executive

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🌐 Faisal Abbasi | LinkedIn

📍 Islamabad, Pakistan



Dedicated and detail-oriented **Administrative Professional** with **8+ Years** of experience in healthcare administration, patient services, and HR support. Adept at managing front-desk operations, billing systems, insurance processing, and cross-department coordination in fast-paced hospital environments. Seeking to contribute administrative efficiency, strong organizational skills, and patient-focused service to a dynamic healthcare or corporate setting.

## EXPERIENCE

### Senior Admin & Patient Services Executive

2021 - Present

#### Islamabad Dental Hospital

##### Responsibilities

- Lead front-desk operations, appointment scheduling, and patient inquiries, ensuring smooth daily workflow and 95%+ satisfaction in patient feedback.
- Coordinate with dental and surgical departments to manage patient flow, emergency cases, and follow-up visits.
- Supervise medical records handling, ensuring confidentiality and regulatory compliance.
- Monitor inventory of medical and office supplies, placing timely procurement requests to avoid shortages.
- Manage billing desk and insurance claim forms, resolving discrepancies and maintaining daily financial logs.
- Provide training and onboarding to new administrative staff for efficient hospital operations.

### Patient Services Executive / Cashier

2019 - 2021

#### Akbar Niazi Teaching Hospital

##### Responsibilities

- Handled patient admissions, OPD registration, and discharge billing, maintaining accurate entry of services rendered.
- Processed cash and card payments, generated receipts, and reconciled daily cash register balances.
- Provided front-line support for patient complaints and queries, ensuring professional and empathetic resolution.
- Assisted in preparing financial summaries and submitting insurance invoices for inpatient services.
- Coordinated with clinical departments to streamline patient movement and avoid bottlenecks.

### HR Executive | Administrative Assistant

2017 - 2019

#### PINACLE PVT. Limited Islamabad

##### Responsibilities

- Maintained employee records, drafted contracts, processed payroll, and managed leave records in compliance with labor laws.
- Assisted in recruitment cycles by screening resumes, scheduling interviews, and conducting reference checks.
- Facilitated internal communication and maintained office filing systems and documentation protocols.
- Arranged travel logistics, meetings, and company events, ensuring proper coordination and cost tracking.
- Supported procurement of office supplies and equipment, managing vendor communications.

### Administrative Assistant

2015 - 2016

#### Horizon International Trust

##### Responsibilities

- Provided clerical and administrative support including document filing, typing, and correspondence drafting.
- Managed daily front-desk responsibilities and directed incoming calls and visitors to relevant departments.
- Assisted in organizing internal meetings, maintaining calendars, and preparing meeting minutes.
- Maintained database records and prepared internal reports for project tracking and donor updates.

**Operations Executive**  
**Sensei Corporate Solutions Islamabad**

*Responsibilities*

- Coordinated day-to-day operations including logistics, client communication, and documentation processing.
  - Managed vendor relations, tracked service agreements, and monitored timely deliveries.
  - Prepared operational reports, presentations, and maintained internal workflow documents.
  - Supported IT and HR teams in resolving cross-functional administrative requests.
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**EDUCATION**

**Preston University Islamabad** **2022**  
Master in Business Administration (MBA) – Project Management |

**Sargodha University** **2019**  
Graduation |

**Punjab Group of Colleges (FBISE)** **2015**  
FSc (pre-engineering) |

**Angelique School Islamabad (FBISE)** **2013**  
Matriculation |

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**CERTIFICATIONS**

- Business Dress Code for Success
  - Financial Training
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**SKILLS**

**Technical Skills**

- Hospital Information Management Systems (HIMS)
- Patient Registration & Billing Systems
- Insurance Claims Processing
- Microsoft Office Suite (Excel, Word, PowerPoint)
- Data Entry & Record Management
- HRIS & Payroll Systems
- Project Planning Tools
- Communication & Customer Service Platforms
- Administrative Workflow Management

**Soft Skills**

- Proficient in Microsoft Office, Word, Excel, PowerPoint, Research

**Personal Skills**

- Communication, Time-management, Adaptability, Problem solving, Leadership, Teamwork.
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**LANGUAGES**

- English
  - Urdu
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**REFERENCES**

References will be furnished on demand.

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