

SAQINA

Windsor ON

647-526-0539 | saqina1997@gmail.com

SUMMARY

Highly organized and detail-oriented Office Administrator with a background in healthcare administration and customer service. Skilled in EMR software, scheduling, billing, and administrative support. Proven ability to manage front-desk operations, maintain accurate records, and provide exceptional service in fast-paced environments.

HIGHLIGHTS OF SKILLS

- EMR software
- Outlook, MS Excel, MS Word, PowerPoint
- Medical Terminology
- Billing
- Multitasking
- Insurance processing and pre-authorizations
- Strong verbal/written communication skills
- Empathy and compassion towards the patient
- Attention to detail regarding record-keeping and scheduling

EDUCATION

Office Administration -Health Services

09/2024 – 04/2025

St. Clair college, Windsor, ON

- Learning EMR software, Accuro
- Learning billing and scheduling Appointments.

Office Administration- General

09/2023 – 04/2024

St. Clair college, Windsor, ON

Learn Software like Word, Outlook and Excel

Bachelor of Pharmacy

08/2016 - 04/2020

CT institute of pharmacy, Jalandhar, Punjab

High School

04/2014 – 03/2016

KMV college, Jalandhar, Punjab

CERTIFICATIONS

| | | |
|-------|--------|---------------|
| WHMIS | TYPIST | First Aid/CPR |
|-------|--------|---------------|

LANGUAGES

| | | |
|---------|-------|---------|
| English | Hindi | Punjabi |
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WORK EXPERIENCE

Customer Service Representative

06/2024- Present

Black Friday Bins

8380 Wyandotte St E, Windsor, ON N8S 1T6

- Providing Customer Service.
- Managing Restocking.
- Uses a cash register to process sales by scanning items and totaling purchases.
- Resolve customer complaints and concerns.
- Maintain store cleanliness

Internship/ Placement

Regency Park Nursing Home, Windsor, Ontario

01/2025 – 04/2025

- Communication: Answering phones, responding to emails, and interacting with clients, vendors, and staff
- Scheduling: Coordinating meetings and appointments, and managing travel plans
- Document management: Organizing, filing, and maintaining documents and databases
- Office supply management: Ordering and tracking supplies and equipment, and keeping accurate stock
- Event planning: Planning and coordinating company events

Receptionist

11/2021 - 06/2023

Angad Hospital Jalandhar, Punjab

- Welcoming guests, managing phone calls.
- Scheduling appointments
- Handling administrative tasks.

Pharmacist

09/2020 – 10/2021

ABC Medical Chamber, Jalandhar, Punjab

- Dispensed prescription medications.
- Provide information to patients about the drugs and their use.
- Maintain balance register, order and sell medicines and other stocks.
- Ensuring Patient Safety.

REFERENCES: AVAILABLE ON REQUEST**AVAILABILITY:** Full Time or Permanent