

# RESUME

## PERSONAL PARTICULARS

Name: **Mahtab Alam**

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## OBJECTIVE

Dedicated International Patient Coordinator with 6 years of experience in medical tourism and healthcare facilitation. Skilled in patient care, communication, and ensuring seamless treatment processes for global patients. Committed to improving patient outcomes through efficient coordination and empathetic service.

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## EDUCATIONAL QUALIFICATION

- MA (Arabic) from Maulana Mazharul Haque Arabic & Persian University, Patna (2017)
  - BA (Arabic) from Maulana Mazharul Haque Arabic & Persian University, Patna (2015)
  - Intermediate (Molvi) from Bihar State Madrasa Education Board (2012)
  - Matric (Fauquania) from Bihar State Madrasa Education Board (2010)
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## OTHER QUALIFICATION

- Diploma in Urdu Language (2018).
  - Diploma in Computer Applications, Business Accounting, and Multilingual DTP.
  - Proficient in MS Office, Internet Technology, and Web Designing.
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## EXPERIENCE

- **Manager, International Business Development, [MWELLAI TECH Pvt. Ltd.](#) (Sep 2024 Present)**
  - Leading international patient coordination efforts and developing business strategies.
  - Ensuring smooth communication between patients and healthcare providers.
- **Senior Business Development Executive, [Pflege Healthcare](#), (Apr 2024 Sep 2024)**
  - Oversaw patient care for international clients and optimized service delivery.
  - I was responsible for managing all operations and responsibilities for Pflege in India, ensuring seamless coordination and efficient execution of tasks

## RESUME

➤ **Business Development Executive, [Alshifa Healthcare Services Pvt. Ltd.](#), New Delhi (Feb 2019 Apr 2024)**

- Facilitated medical treatments for international patients, achieving high satisfaction rates.
- Maintaining fruitful relationships with existing customers develop sales plans and strategies for new business prospects.
- Meeting with doctors and hospitals Administration.
- Execute research strategies designed to identify appropriate target prospects.
- Manage the medical journey of a patient from the first communication till the return journey to the home country.
- Worked in Max Hospital, Medanta Hospital, Apollo Hospital, and Fortis Hospital etc.

➤ **Web Designer, Creative InfoZone Pvt. Ltd., New Delhi**

- Designed websites and managed school management systems.

## SKILLS

- International Patient Coordination
- Business Development
- Team Leadership and Collaboration
- Communication and Empathy
- Technical Proficiency: MS Office, Web Designing,

## ACHIEVEMENTS

Successfully coordinated medical treatments for over 500 international patients.

## PERSONAL DETAILS

Fathers Name: Md Noor Alam

Permanent Address: Biswambhar Pur, Siwan, Bihar, India, 841233

Languages Known: English, Hindi, Urdu, and Arabic

## DECLARATION

I hereby declare that the above information given by me is true to the best of my knowledge and belief.