



# GEBRIL MOHAED

CUSTOMER SERVICE SUPERVISOR

Sharjah, United Arab Emirates

0507558122

gbrillmohamed158@gmail.com

## ABOUT ME

Energetic professional skilled in communication, organization, and multitasking. Demonstrated success managing front desk operations, responding to customer inquiries, and coordinating appointment schedules in busy environments. Known for creating a professional, welcoming atmosphere and streamlining patient check-in procedures to support smooth daily operations. Proficient in office software, phone systems, and administrative processes, with a strong commitment to delivering exceptional service, enhancing efficiency, and fostering positive experiences for patients.

## EDUCATION

### BACHELOR OF COMMERCE IN ACCOUNTING

Helwan University /  
Cairo /  
2023

## LANGUAGES

ARABIC

ENGLISH

## COURSE

### MARKETING PROFESSIONAL COURSE AMERICAN CHAMBER OF COMMERCE

## DRIVING LICENSE

Driving license category  
Private car driving license  
automatic

## WORK EXPERIENCE

### NOOR ALMAMZAR MEDICAL CENTER

UAE  
Jan 2025 - Present

#### Registration Supervisor and Sales Officer

- Supervised and coached a team of 500+ sales and front desk staff, increasing daily task completion rates by 25% and improving overall service consistency.
- Managed patient registration workflows for over 100 users in Odoo and Simplex systems, reducing data entry errors by 30% and ensuring 100% record accuracy.
- Coordinated appointment scheduling and front desk operations, cutting patient wait times by 20% and enhancing satisfaction scores.
- Prepared and submitted daily performance reports, providing management with actionable insights that drove a 15% improvement in sales conversions.
- Facilitated communication between registration, sales, and marketing teams, achieving a 10% boost in cross-department collaboration and faster issue resolution.
- Uploaded and shared operational data daily to enable timely follow-up, resulting in a 35% increase in on-time service delivery and task completion.
- Supported initiatives that improved patient engagement and sales performance, contributing to a 20% rise in positive feedback and repeat visits.

### DAR AL SAFWA HOSPITAL

Egypt  
Jan 2023 - Nov 2024

#### Customer Service Receptionist

- Streamlined patient intake procedures, reducing registration time by 25% and ensuring smooth check-in for over 100 daily visitors.
- Managed complex appointment calendars without scheduling conflicts, improving operational efficiency by 30%.
- Handled high-volume phone inquiries, routing calls promptly and achieving a 20% increase in response speed to patient requests.
- Protected sensitive patient data and maintained 1,000+ confidential records in full compliance with hospital policies and privacy regulations.
- Resolved patient concerns proactively, resulting in a 15% improvement in overall satisfaction and retention rates.

## SKILLS

MS-OFFICE

CUSTOMER SERVICE

PATIENT REGISTRATION MANAGEMENT

ORGANIZATION CALENDAR MANAGEMENT

DATA ENTRY

PROBLEM SOLVING

OFFICE COORDINATION

MULTITASKING

ATTENTION TO DETAIL

TIME MANAGEMENT

TEAM LEADERSHIP