

# Ahmed Elgalal

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## Objective

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Motivated and customer-focused professional with experience in real estate, healthcare customer service, call center operations, and front-desk administration. Skilled in client communication, appointment management, negotiation support, patient coordination, and handling high-volume inquiries with accuracy and empathy. Proven ability to deliver exceptional service, maintain organized operations, and build strong client relationships across fast-paced environments. Adaptable, detail-oriented, and committed to providing a positive experience to every client and customer.

## Work Experience

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### Real Estate Agent

May 2024 - July 2025

Autograph By DejaVu Real Estate, Dubai

- Assisted clients in buying, selling, and renting residential properties.
- Provided market analysis, property valuations, and investment advice to clients.
- Developed and maintained strong client relationships through effective communication and personalized service.
- Scheduled property viewings and followed up to maximize conversion rates.
- Negotiated offers and supported clients through the sales process, ensuring smooth transactions.
- Implemented marketing strategies, including online listings, networking, and property advertising.
- Prepared contracts, agreements, and legal documents in compliance with DLD and RERA regulations.
- Qualified prospects by assessing needs, timeline, budget, and investment goals, then matched them with suitable properties.

### Call Centre Agent/Customer Service Representative

February 2022 - February 2024

Royal Care International Hospital

- Handled inbound and outbound calls, providing exceptional customer service to patients and families.
- Scheduled, confirmed, and managed patient appointments, ensuring accuracy and adherence to hospital protocols.
- Responded promptly to inquiries regarding hospital services, doctors' availability, billing, and general patient information.
- Updated and verified patient records in hospital management systems with high attention to detail.
- Assisted with patient admission, discharge, and follow up processes, ensuring a smooth and compassionate experience.
- Met performance targets, including call handling time, customer satisfaction scores, and accuracy metrics.

### Front Desk Receptionist

January 2020 - January 2022

Aliaa Specialist Hospital

- Greeted and assisted patients, visitors and families with appointments, inquiries, and registration procedures, ensuring a welcoming and professional environment.
- Handled phone calls, emails and provided accurate information on services and procedures.
- Managed patient check-in/check-out, Scheduled, confirmed, and coordinated patient appointments, admissions, and follow-up visits across multiple hospital units.
- Processed payments, issued receipts, and maintained accurate financial records.
- Supported medical staff by coordinating patient flow and ensuring timely communication.
- Delivered empathetic and professional customer service, ensuring patient satisfaction and positive experiences.
- Performed clerical tasks including filing, data entry, and document management.

## **Call Centre Agent/Customer Service Representative**

June 2018 - December 2019

Tabasheer Medical Co.Ltd

- Handled high-volume inbound and outbound calls, assisting clients with product inquiries, quotations, and service requests.
- Provided professional support to hospitals, clinics, and individual customers regarding medical equipment availability, specifications, and usage guidance.
- Processed sales orders, service requests, and warranty claims accurately in the system.
- Coordinated with the sales and technical teams to schedule equipment deliveries, installations, and maintenance visits.
- Assisted with billing, payment follow-ups, and insurance-related documentation when applicable.
- Managed customer records, contracts, and service agreements to ensure accuracy and compliance.
- Prepared reports, correspondence, and administrative documents to support management and operational teams.
- Maintained strong client relationships, ensuring timely responses and a high standard of after-sales service

## **Education**

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### **B.Sc (Honours) In Biomedical Engineering**

November 2013 - April 2018

The Future University

## **Key Qualifications**

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- Communication Skills
- Customer Relationship Management
- Efficiency and Time Management
- Administrative and Organizational Skills
- Sales and Business Development
- Patience and Composure
- Attention to Detail
- Proactive
- Customer Service Skills
- Professional Phone Etiquette
- Adaptability and Multitasking
- CRM systems, Microsoft Office Suite, and Bitrix24
- Problem Solving Skills

## **Languages**

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- Arabic (Native)
- English (Fluent)