



# Afra Firdhouse

Customer Service Representative

## Contact

+971 56 970 5720

afrakhader@gmail.com

Dubai, UAE

## Personal Information

- Date of Birth: 08-09-2002
- Nationality: Indian
- Place of Birth: Dubai

## Skills

- Customer Service Excellence
- Conflict Resolution & Problem Solving
- Time Management & Team Collaboration
- Confident and composed under pressure
- Data Accuracy & Documentation

## Technical Skills

- Microsoft Office (Word, Excel, PowerPoint, Email)
- Data Entry Systems
- Python & MySQL

## About Me

Customer-focused and detail-oriented professional with over one year of experience in front-line customer service, admissions, and administrative support within fast-paced environments. Proven ability to assist diverse customers, manage check-in and documentation processes, and provide calm, empathetic support under pressure. Multilingual communicator with strong interpersonal, problem-solving, and coordination skills. Combining healthcare experience with technical knowledge to grow in a dynamic and challenging role. Holds a valid Dubai Driving License and is under Father Sponsorship.

## Education

**Bachelor of Computer Application** 2022-2025  
*Amity University Online*

CGPA: 8.19/10

- Relevant Coursework: Database Management Systems, Operating Systems, Data Structures

**High School (Grade 12)** 2021

*New Indian Model School, Sharjah, UAE*

CGPA: 6.9/10

## Experience

**Receptionist** Sep 2023 – Feb 2024

*Dubai Specialized Dental Center – Dubai, UAE*

- Delivered professional, welcoming service to patients, ensuring a smooth and positive front-desk experience.
- Managed face-to-face and telephone inquiries with clarity.
- Maintained accurate records, billing, and insurance documentation while ensuring confidentiality and compliance.
- Supported a collaborative team environment while handling multiple tasks efficiently.

### Admission & Emergency Representative

*Al Qassimi Hospital – Sharjah, UAE* June 2023 – Aug 2023

- Admission and Emergency, Interviews Patients on Admission, Records Required Personal Information, Secure Signatures, and Admit and Send to the Concern Hospital Departments.
- Assist and Admit Patients to Emergency Room and Provides the needed help and Customer Support to the Patients.

### Data Entry Assistant

*Al Qassimi Hospital – Sharjah, UAE* Apr 2023 – May 2023

- Accurately updated and maintained customer and patient records in hospital systems.
- Supported operational efficiency through organized data management and administrative assistance.
- Reviewed data for accuracy, completeness, and compliance.

## Language

English | Tamil | Arabic | Hindi | Malayalam | Urdu  
| Japanese