



OLA KRAYEM

Receptionist | Front Desk Executive | Client

Relations Specialist

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📍 Sharjah, UAE

ABOUT ME

- Motivated and detail-oriented professional with over 3 years' experience in front desk operations, client relations, and healthcare support. Holds a Master's in Biomedical Engineering and has worked in clinical and administrative environments. Skilled in managing patient interactions, coordinating appointments, handling documentation, and ensuring smooth daily operations in fast-paced medical settings. Fluent in Arabic and English, with a strong focus on professionalism, empathy, and operational efficiency.

EDUCATION

Master Of Biomedical Engineering
Aleppo University
2021- 2023

Bachelor of Technical Engineering
Aleppo University
2010-2015

SKILLS

- Administrative & Communication:
- Reception & Front Desk Operations
- Appointment Scheduling
- Client Interaction & Conflict Resolution
- Documentation & Record Keeping
- Technical & Analytical:
- Lab Equipment Installation & Maintenance
- SPSS, MATLAB
- Inventory & Compliance Management
- Time Management
- Team Leadership
- Problem Solving
- Multitasking

LANGUAGES

- Arabic – Native
- English – Fluent

WORK EXPERIENCE

Front office and Customer Service Dec 2023- Now

NEWME Smart home Dubai

- Handled front desk operations including calls, visitors, and correspondence
- Managed digital and physical documents with proper filing and version control
- Maintained organized records for smooth administrative workflow

Front Desk and Client Relations Supervisor Sept 2020- Sep 2023

Al Kayali clinic for medical imaging

- Led front office team to ensure outstanding patient experience
- Coordinated bookings and liaised between medical teams and clients
- Trained front desk staff and implemented service improvements
- Resolved client concerns with professionalism and care.

Lab Assistant

Apr2019- Sept 2020

Aleppo University, Faculty of medicine, Syria

- Installed and trained staff on medical equipment(pH Meters, GC, Electrophoresis Systems, PCR) usage and protocols.
- Handles day-to-day operations of laboratory equipment, including maintenance and troubleshooting.
- Focuses on the technical and engineering aspects of laboratory devices, including installation and upgrades
- Specializes in the calibration and repair of laboratory instruments.

Lab Assistant

Sep 2015- Apr 2019

Tartous University, Faculty of Pharmacy, Syria

- Focuses on high-end or specialized scientific devices used in research or teaching labs (UV-Vis Spectrophotometers, FTIR, TEM, Flow Cytometers).
- Specifically handles maintenance and servicing of technical equipment in lab facilities.
- Oversees the entire lab's operations, including equipment maintenance and compliance with safety regulations.
- Provides support for research-focused equipment in academic labs.