




Dounia Boulesbiaat

Customer Service & Reception Agent

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ABOUT ME

I am a diligent, self-disciplined, and highly productive professional who is passionate about delivering exceptional service and contributing to a team's success. Over the years, I have developed a diverse set of skills, including strong communication, problem-solving, and the ability to handle complex challenges efficiently. I take pride in my ability to remain calm under pressure, ensuring smooth operations and positive customer experiences. As a dedicated team player, I thrive in collaborative environments and am always willing to go the extra mile to support my colleagues. My strong work ethic, adaptability, and attention to detail make me a valuable asset to any team.

Personal Information

Marital Status: Married.

Age: 27 years.

Visa type: Husband Visa.

Nationality: Algerian.

Experience

- **Customer Service Agent**

- **First Priority Medical Center**

- **Dubai June 2025 – Present**

- Handled a high volume of incoming and outgoing calls, assisting patients, insurance providers, and partner clinics.

- Managed and updated patient records accurately in the clinic system.

- Welcomed new patients, created their profiles, and processed payments.

- Scheduled and confirmed appointments while ensuring smooth coordination between departments.

- Addressed inquiries, rescheduled or cancelled appointments as requested by patients.

- Followed up with patients and leads through CRM to ensure satisfaction and retention.

- Provided clear information about treatments, services, and promotions.

- Recorded all interactions and feedback to maintain service quality and improve patient experience.

- **Customer Service & Reception Agent**

- **Farah Medical Centre**

- **Algeria Sep 2023 – May 2025**

L a n g u a g e s

English: 

French: 

Arabic: 

S k i l l s

Communication skills:



Multitasking:



Time management:



Computer skills:



Problem Solving:



H o b b i e s

Reading books

Movies and series

-Manage large amount of inbound and outbound calls to respond to all inquiries made by patients, vendors, insurance companies and other medical facilities.

-Manage the income leads on the CRM System and follow up.

-Register new patients on the system and proceed the payments.

-Re-scheduling patient appointments as required via telephone calls and written notification to patients.

-Responding to patients' questions and needs by editing, cancelling and re-scheduling appointment as necessary according to clinic protocols.

-Knowing our services and products inside and out so that I can answer questions.

-Processing orders, forms, applications, and requests.

-Keeping records of customer interactions, transactions, comments, and complaints.

E d u c a t i o n

- Master's degree in Ecology of natural environments.
University of Skikda , Skikda, Algeria (2022)
- Bachelor's degree in Agroecology.
University of Skikda , Skikda, Algeria (2020)