

Moamen Ibrahim Desuki Emam Elkassas

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Customer Service & Support Officer

Professional Summary

Dedicated and customer-focused Customer Service & Support Officer with over 6 years of experience in healthcare and corporate environments. Proven ability to handle client inquiries, resolve issues efficiently, and provide exceptional service to enhance customer satisfaction. Skilled in communication, empathy, and maintaining professionalism under pressure. Currently based in Dubai and available for immediate joining.

Professional Experience

Sales Representative – Remax Real Estate Company

Jan 2024 – Oct 2025

- Provided high-quality customer service to clients during property inquiries and visits.
- Maintained client relationships, handled feedback, and ensured post-sale satisfaction.
- Supported customer documentation and coordinated between field teams and management.
- Enhanced client retention by ensuring timely communication and follow-up.

Patient Accounts & Collections Officer – City Hospital

Oct 2022 – Dec 2024

- Handled patient inquiries regarding billing and insurance with professionalism.
- Coordinated with insurance and finance teams to resolve claims promptly.
- Maintained accurate financial records and ensured clarity in communication with patients.
- Supported patient satisfaction by resolving payment-related concerns efficiently.

Customer Service Representative – City Hospital

Nov 2021 – Oct 2022

- Assisted patients and visitors with inquiries and service information.
- Handled appointment scheduling, admissions, and discharge processes.
- Resolved complaints empathetically and ensured a smooth patient experience.
- Collaborated with departments to enhance overall service delivery.

Receptionist – Loran Hospital

Jan 2018 – Nov 2021

- Welcomed and registered patients and visitors in a professional manner.
- Directed inquiries to the correct departments and maintained front-desk order.
- Scheduled appointments and supported administrative coordination.
- Maintained confidentiality and ensured a positive first impression for all visitors.

Core Competencies

Customer Service & Relationship Management, Communication & Problem Solving, Complaint Resolution, Cross-Department Coordination, Time Management & Organization, Empathy & Professionalism, Client Support & Satisfaction, Multitasking & Team Collaboration

Technical Skills

Microsoft Office (Word, Excel, PowerPoint, Outlook), CRM Systems, Hospital Information Systems (HIS), Data Entry & Documentation Tools

Education

Bachelor's Degree in Agriculture – Alexandria University (2021, Grade: Good)

Languages

Arabic: Native

English: B1 (Intermediate)

German: A2 (Basic)

Additional Information

Excellent communication and interpersonal skills, Strong ability to remain calm and organized in busy environments, Proven track record in delivering high-quality customer service, Positive attitude and professional image.