

MOHAMMED HAFIZ. P

Mobile (UAE) : +971547681369

Email : hafiz150143@gmail.com

Passport No : X9285986



WORK EXPERIENCE

Company : NMC Health Care Dubai

Designation : Call Center Representative (30 OCT 2021-Present)

A medical call center representative is the first line of communication of patients.

Responsibilities :

- Receive and respond to patients inquires through phone, email or other communication channels.
- Provide accurate and relevant information to patients regarding medical products billing , and technical support.
- Maintain patients records and update them accurately in the system.
- Utilize call center software and other technologies to handle customer interaction efficiently.
- Book appointments and follow up appointments according to the patient request.
- Call patients as soon as the information is given that doctor will be late has an emergency case and appointment to be rescheduled accordingly.
- Handle patient complaint in a timely manner, takes notes and seeks superiors assistance if the complaint cannot be solved within the department.
- Be updated about the acceptable insurance cards in the hospital / clinics.
- Maintain a thorough understanding of clinic and services, policies and procedures to provide accurate information to patients.

Company: Life Pharmacy Health Care Group of U.A.E

Designation : Warehouse Assistant (2019-2021)

LIFE PHARMACY HEALTH CARE GROUP

Life the largest retail chain of pharmacies in Middle East. Life pharmacy offers a wide range of health care products and requirements of medicines, cosmetics, Life style products and health care equipment.

Responsibilities :

- Moving inventory and materials across warehouse.
- Registration, Invoicing & data entry process.
- Process of inventory for delivery.
- Monitoring stock levels.
- Picking, Packing and checking items and label correctly.
- Report damaged or missing inventory to supervisors.
- Selecting space for storage and arranging for good to be placed in the designated areas.
- Making sure that all inventory processes are completed on the same day.
- Works as an active team member to complete team goals.
- Update logs and documentation for inventory processing.
- Scan delivered items and ensure quality.
- Moving and organizing stock.
- Signing off and replenishing stock.

SOFTWARE EXPERTISE

- Tally 9.2 ERP
- Microsoft Office Packages
- Accounting Software
- Data entry

EDUCATION QUALIFICATIONS

- Master's Degree in Business Administration (MBA) from Bharathiyar University, Coimbatore - India
- Graduation in Commerce (B.Com) From Calicut University, Kerala, India
- Secured 70% of Marks in Higher Secondary (12th Standard) Kerala State Board, India
- Secured 70% of Marks in Matriculation Exam (10th Standard)

PERSONAL PROFILE

Father Name : Kamaludheen
Date of Birth : 13.05.1990
Nationality : Indian
Languages : English, Malayalam
Visa Status : Employment Visa

I hereby declare that the above particulars are true to the best of my knowledge and belief.

Yours sincerely

MOHAMMED HAFIZ .P