

# HANEM MAHRAN

## CUSTOMER SERVICE



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UAE , Sharjah, Al Taawun

### SUMMARY

A dedicated and compassionate customer service representative with experience in medical centers, committed to providing exceptional patient support. Skilled in handling inquiries, scheduling appointments, managing patient records, and ensuring a positive experience for all visitors. Possesses strong communication and interpersonal skills, with the ability to work effectively in fast-paced healthcare environments while maintaining confidentiality and professionalism.

### EDUCATION

#### DIPLOMA IN BUSINESS ( 2003)

### EXPERIENCE

#### SENIOR COMPLAIN , DAMAS MEDICAL CENTER , UAE ( SHARJAH)

2023- present

- Investigating complaints by coordinating with medical, nursing, and administrative departments to gather accurate information
- Analyzing complaint patterns to identify service gaps and recommending corrective actions to management

#### COMPLAIN AGENT, DAMAS MEDICAL CENTER , UAE ( SHARJAH)

2022 - 2023

- Ensuring timely resolution of complaints according to the medical center's policies and patient rights regulations.
- Following up with patients to ensure satisfaction and verify that corrective measures were effective.

#### RECEPTIONIST , DAMAS MEDICAL CENTER , UAE ( SHARJAH)

2021-2022

- Greeted and assisted patients upon arrival, ensuring a welcoming and professional environment.
- Managed patient appointments, scheduling, and cancellations efficiently using electronic health records (EHR) systems.
- Answered and directed incoming calls, addressing inquiries and providing information on medical services
- Verified patient information, including insurance details and medical history, ensuring accuracy and confidentiality.
- Coordinated with medical staff to ensure smooth patient flow and minimize wait times.

#### RECEPTIONIST , NEW YOURK MEDICAL CENTER , UAE ( SHARJAH)

2019 - 2021

- Managed patient check-in and check-out processes, ensuring timely and accurate billing.
- Assisted with medical record management and filing, adhering to privacy regulations (HIPAA compliance).
- Maintained a clean and organized reception area, ensuring a positive experience for patients and visitors.
- Handled administrative tasks such as ordering office supplies and maintaining inventory.
- Ensured timely communication of patient concerns and needs to medical providers

- Present property options to clients according to their needs.
- Manage client database and track all transactions.
- Negotiate with clients and close sales or rental deals.
- Prepare contracts and ensure all legal documents are complete.

## **SKILLS**

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- Ability to learn and use new ideas and technologies.
- Cooperation with colleagues and friends.
- Team work skills.
- Strong interpersonal communication.
- Time management.
- Customer satisfaction.
- Communication development
- Having Driving license in UAE

## **LANGUAGES**

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- **Arabic - native**
- **English - Very Good**