



# HABEEB YASER AL-JUFRI

customer-service professional

## CONTACT DETAILS

- +971 50 4224146
- habeeb.khan68@yahoo.com
- Dubai, UAE

## HARD SKILLS

- Patient billing management
- Appointment scheduling systems
- Pharmacy inventory control
- Cashier transaction handling
- Medical record updating
- Insurance verification processes
- Customer database management
- Front-desk reception operations
- Telephone call handling
- CRM software proficiency
- Multilingual patient communication
- Payment receipt generation
- Medical office procedures
- Stock replenishment management
- Prescription clarification assistance
- Active listening ability
- Communication Skill
- Patient-oriented approach
- Problem solving mindset

## CERTIFICATIONS

- DHA Eligibility Certification
- MOH Eligibility Certification

## LANGUAGES KNOWN

- English
- Hindi
- Telugu

## PERSONAL DETAILS

- Nationality: Indian
- Marital Status - Married
- Date of Birth: 22/11/1993

## PROFILE SUMMARY

Experienced customer service professional with over five years of pan-India experience in pharmacy and hospital settings, handling sales, billing, cashiering, purchase coordination, and patient interactions. Skilled in managing high-volume customer inquiries, appointment scheduling, and accurate record-keeping while ensuring patient satisfaction. Adept at using medical and pharmacy software, handling cash and electronic transactions, and communicating effectively in multiple languages.

## WORK EXPERIENCE

### SALESMAN & CUSTOMER SERVICE

Al Jazeera Pharmacy, Sharjah (Present)

- Managed daily pharmacy counter operations including billing efficiently.
- Assisted customers with medicine inquiries and product information.
- Coordinated purchase orders ensuring timely stock availability always.
- Handled cash and card payments maintaining accurate records.
- Resolved customer complaints with empathy and professionalism consistently.
- Updated inventory logs and pharmacy database systematically daily.
- Facilitated communication between customers and pharmacists for clarification.
- Guided multilingual customers ensuring clear and smooth interaction.

### CUSTOMER SERVICE, BILLING & CASHIER

Owaisi Hospital (Jan 2024 – Mar 2025)

- Greeted patients and processed admissions efficiently at front-desk.
- Managed patient registration and updated records accurately always.
- Scheduled appointments coordinating between doctors and patients effectively.
- Handled cash and card transactions maintaining accurate receipts.
- Verified insurance and payment eligibility before service delivery carefully.
- Resolved patient inquiries regarding billing and hospital services.
- Assisted with discharge and final billing procedures timely.
- Maintained confidentiality while managing patient records and data.

### SALESMAN / PURCHASE IN-CHARGE / CASHIER

Hyper Pharma (Dec 2022 – Dec 2023)

- Supervised pharmacy purchases and maintained proper vendor relations.
- Handled billing and cashier tasks with accuracy consistently.
- Monitored inventory and replenished stock to prevent shortages.
- Assisted customers with product selection and purchase guidance.
- Managed daily sales reports and reconciled financial records.

### SALESMAN | MEGA PHARMACY (2020 – NOV 2022)

- Served customers and provided guidance on medicine selection.
- Processed sales and maintained accurate billing records.
- Organized shelves and ensured proper stock management consistently.

## ACADEMIC QUALIFICATIONS

### DIPLOMA IN PHARMACY

JJ College of Pharmacy (08/2016 - 10/2018), Hyderabad, India.

### SECONDARY SCHOOL CERTIFICATE

MAHABUBNAGAR GRAMMAR SCHOOL, MAHABUBNAGAR, MARCH 2009

## ACHIEVEMENTS

- Recognized as the Best Employee for outstanding customer service, efficiency in handling transactions, and problem-solving.