

OMAR ABDULLAH

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📍 UAE Resident | Egyptian National | Self-Employments Visa

🌐 Bilingual: Arabic (Native), English (Fluent), French (Basic)

Professional Summary

Experienced Customer Service & Administration Professional with over 15 years of success in healthcare, hospitality, and facilities management across leading UAE organizations. Skilled in leading high-performing teams, optimizing front-desk operations, and elevating patient and client experiences. Proficient in EMR systems (Cerner, MyCare), CAFM, and MS Office. Known for cross-functional coordination, operational leadership, and bilingual communication.

Work Experience

Patient Relations Team Leader

American Hospital Dubai | May 2018 – Apr 2025

- Led front-desk operations, including patient reception, insurance verification, approvals, and discharge processes.
- Managed billing and cashiering procedures; resolved discrepancies and patient queries.
- Supervised a team of 10+, developed schedules, and ensured service excellence.
- Handled escalated complaints and coordinated resolutions across departments.
- Generated billing reports, monitored unbilled services, and updated physician schedules.

Chief Helpdesk Operator

Enova FM – Jebel Ali | Jan 2016 – Mar 2018

- Operated CAFM and BMS systems; logged and tracked maintenance requests.
- Acted as switchboard operator and call center liaison for facility operations.
- Coordinated technician dispatch and ensured timely service completion.
- Managed meeting room bookings and internal tenant communication.
- Submitted daily incident and response time reports.

Customer Service Representative

Cupola Contact Center | Dec 2014 – Dec 2015

- Provided phone support for a major courier service; tracked shipments and resolved complaints.
- Conducted outbound calls for delivery confirmations and coordinated with logistics teams.

Security Supervisor

G4S at NYU Abu Dhabi | Sep 2009 – Dec 2013

- Supervised security operations and safety protocols across NYUAD campus.
- Managed CCTV control room and emergency response planning.
- Coordinated transport safety and security for high-profile university events.

Administrative Coordinator

G4S at Emirates Palace Hotel | Jan 2007 – Jun 2009

- Liaised with CID and government entities for VIP protocols and access clearance.
- Oversaw contractor documentation, event security, and access control systems.

- Maintained key logs, staff rosters, and visitor databases.
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Education

BA in English Language & Literature

Tanta University, Egypt | Graduated: 2005

Professional Development

- Leadership Training – American Hospital Dubai
 - Business English – Eton Institute (NYUAD)
 - Customer Service & Soft Skills – Cupola
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Technical Skills

- MS Office Suite (Excel, Word, Outlook)
- EMR/Billing Systems: Cerner, MyCare
- CAFM/BMS Platforms
- Typing: Arabic & English (Advanced)