



AIMANE HAMOUDAN

RECEPTIONIST

Professional and organized Patient Coordinator / Receptionist with experience in healthcare reception, patient management, and payment processing. Skilled at welcoming patients, managing appointments, handling inquiries, and maintaining accurate records. Strong communication, problem-solving, and customer service skills, committed to providing excellent patient care.



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DUBAI, UAE

EDUCATION

MECHANICAL PRODUCTION TECHNICIAN (DIPLOMA)

OFPPT

Sep.2023 – Aug.2025

HIGH SCHOOL DIPLOMA – LIFE AND EARTH SCIENCES

Kadi Ayad High School

Sep.2014 – Jul.2018

HARD SKILLS

- Reception and front desk management
- Patient registration and file management
- Appointment scheduling and coordination
- Cash handling and POS
- MS Office: Word, Excel, PowerPoint
- Kalisil – Laboratory information system

SOFT SKILLS

- Customer service and communication (in person / phone / email)
- Teamwork and collaboration
- Time management and organization
- Problem-solving and attention to detail

LANGUAGES

- Arabic – Native
- French – Fluent
- English – Intermediate

WORK EXPERIENCE

E-COMMERCE CUSTOMER SERVICE | SEP.2023 – OCT.2025

Marjane

- Monitored and managed orders on the e-commerce platform, verifying product details, quantities, delivery times, and shipping methods.
- Prepared orders (picking), locating products in-store or in stock, scanning items, and checking for accuracy, quality, and expiration dates.
- Packed products carefully, following company standards to ensure safe delivery.
- Coordinated deliveries and in-store pickups (click & collect / drive) and assisted customers during collection.
- Handled customer inquiries via phone, email, or chat, managing returns, exchanges, refunds, and issues with deliveries or defective products.
- Collaborated with sales, logistics, cashiers, and IT teams to ensure accurate and timely order processing.
- Respected safety, hygiene, and company procedures in line with internal policies and regulatory requirements.

RECEPTIONIST | JUN.2021 – AUG.2023

Laboratoire du Nord

- Greeted and assisted visitors and patients in a professional and friendly manner.
- Registered patients, created and updated files, and verified prescriptions and personal information in the laboratory system (Kalisil).
- Answered phone calls, emails, and inquiries, directing them to the appropriate staff when necessary.
- Processed payments, verified documents, and ensured accurate administrative records.
- Coordinated with internal teams to support smooth daily operations and patient flow.
- Maintained a clean and organized reception area and informed patients about the availability of results, distributing printed reports when authorized.