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Objective

Seeking a carrier opportunity to work as a suitable post in which my theoretical Knowledge and practical experience could be employed to their full potential.

Experience



DAR ALKAMAL HOSPITAL (UAE SHARJAH)
from 2023 until 2025

Customer service (Receptionist – cashier -Call center)

"Welcomes visitors by greeting visitors in person or on the telephone.

" Referring inquiries to nursing & physician staff Schedule.
patient appointments & reminder calls.

"Obtain patient address, contact details insurance, information and medical history.

"Greet & direct patient to examination rooms.

"Process credit card payment & balance daily cash deposits.

"Respond to patient queries & concerns in professional manner.

"Work under the guidance of management & follow departmental policies.

"Maintains patient confidence, protects hospital operations by keeping information confidential.

"Follow up patient's reports via e-mail & call.

"Follow up all approvals for inpatient & all patient services.

"Solveallkindsofpatientscomplainsandcontactpatienttomakesureagreement from patient about solving.

"Check all pending bill every end of month.

DAR AALSHIFAA HOSPITAL (UAE ABUDHABI)
from 2008 until 2023



customer service (receptionist – cashier - Call center)

"Assist directly in store and via telephone.

"Include guiding customers to the items they need and assisting with pulling products out of the shelf.

"Help out with customer's returns and interact with management and other

floor workers need to handle complaints and requests.

"Make sure that all products are delivered to customers at time manner.

"Recommended changes that could provide a better experience for customers.

"Answer all customers' questions and provide relevant information.



Al Khaleej medical center

From 2007 until 2008

Receptionist – cashier – call center

"Meet customers with smiles and help them to reach the book they want.

"Try to satisfy the customers and solve any problem with them belonging to the store.

"Follow the orders of customers not found and try to find this in the store.

"Communicate with the management and attend meetings to upgrade and increase sales of store.

■ ALKHAYAT HOSPITAL (EGYPT)

From 2004 until 2006

Call center - receptionist

"Receiving visitors at the front desk by greeting, welcoming and announcing them appropriately.

"Direct visitors to the appropriate person and office, answer and forward incoming phone calls. "Provide basic and accurate information in-person and via phone/email.

"Arrange travel and accommodations and prepare vouchers.

"Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing.

Education

*Faculty of education – Tanta university 2004
Arabic and Islamic studies*

Skills

- *Excellent customer interaction skills, including written and oral communication skills in English and Arabic.*
- *Strong Interpersonal skills.*
- *Self-motivated, focused and a passionate team player.*
- *Confidence, patience, politeness, tact and diplomacy, when dealing with difficult situations.*
- *Good problem-solving skills in developing alternative solutions.*
- *Excellent computer skills in Microsoft Word, Excel, PowerPoint and Internet Usage.*
- *Accurate in typing and data-entry.*
- *Commitment to improving customer service skills on an ongoing basis.*
- *Working on a flexible schedule as per company requirements and business needs.*
- *Ready to work under pressure.*

❖ Others

- ❖ *Training how to use **CONCEPT** system very well (reception & cashier & booking System).*
- ❖ *Training how to use **MALAFI** system very well (reception & cashier & booking System).*
- ❖ *Training how to use **SEHA** system very well (reception).*
- ❖ *Have good information for safety and quality.*
- ❖ *Write Arabic and English language with a neat line and organizer.*
- ❖ *I have own driver license issued year 2010.*



Language

English



Arabic



Personal Details



Date of Birth : 29/09/1983



Marital Status : married.



Nationality : Egyptian



Patient Service, Call Center, receptionist Customer Service.