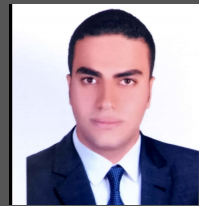


GASSER AHMED HAMED

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☎ 0555814002

📍 Passport road - Abu Dhabi



Objective

A hard working who seeks a challenging position in the customer service field , a position that can enhance my skills and knowledge.

Experience

06/07/2020 - Till

Now

ABU DHABI STEM CELLS CENTER (ADSCC)

ADMINISTRATIVE ASSISTANT

- * Answer, screen and transfer inbound phone calls, receiving and sorting daily mail.
- * Assist less experienced representatives, as necessary.
- * Handle requests for information and data.
- * Resolve administrative problems and inquiries.
- * Responsible for registration process and dealing with all insurance systems companies.
- * Cashier and Responsible for collecting cash at the end of shift.
- * Complete procedures when guests arrive and leave.

01/02/2018 -

31/01/2020

NMC SPECIALTY HOSPITAL

FRONT OFFICE EXECUTIVE

- * Welcomes patients and visitors in person or on the telephone, and answering or referring inquiries.
- * Keeps patient appointments on schedule by notifying provider of patient's arrival, reviewing service delivery compared to schedule and reminding providers of service delays.
- * Responsible for registration process and dealing with all insurance systems companies.
- * Check the eligibility for every patient came on the hospital system .
- * Complete procedures when guests arrive and leave.

16/12/2016 -

16/01/2018

EL NOOR OPTICAL HOSPITAL

RECEPTIONIST

- * Welcomes patients and visitors in person or on the telephone, and answering or referring inquiries.
- * Keeps patient appointments on schedule by notifying provider of patient's arrival, reviewing service delivery compared to schedule and reminding providers of service delays.
- * Ensures availability of treatment information by filing and retrieving patient records.

12/04/2016 -
06/09/2016

HELIOPOLIS HOSPITAL
ACCOUNTANT ASSISTANT

- * Responsible for updating and maintaining financial records that used by the senior accountant prepare reports.
- * Responsible for data entry and perform accounting corrections to ensure accurate record.

16/01/2015 -
11/02/2016

ETISALAT COMPANY
CALL CENTER AGENT

- * Analyze customer problems and research solutions using the knowledge base software.
- * Assist less experienced representatives, as necessary.
- * Provide easily understood answers adapted to the customer situation.
- * Receive inbound customer calls, and email inquiries.

Education

2018

Ain Shams University
Bachelor Of Commerce Accounting Department English Section
Grade / Good

Skills

Microsoft Excel..... Excellent
Microsoft Word.....Excellent
Data Entry.....Excellent
Problem SolvingVery Good
Self Motivated.....Very Good
Digital SkillsGood

Language

Arabic - Native
English - Excellent writing and speaking
Frence - Intermediate
German - Beginner

Personal Details

Date of Birth : 01/05/1996
Marital Status : Single
Nationality : Egyptian