

Ali Saadeldin Kasem

Email ID: aloll9271@gmail.com
Mobile Number: +971 508 308 286
Abu Dhabi, United Arab Emirate



Personal Data

Visa Status : Employee
Nationality : Egyptian
Date of Birth : 07/08/1979
Passport No : K8445020
Date of Expiry : 26/11/2022
Marital Status : Married
Religion : Islam

Driving License : 828285
Validity : 25/10/2024

Education Qualification

High Commercial Secondary Certificate .

Alexandria University – 1997

Computer Skills

Application software :
MS Office 2016, MS Office 2020

IT Skills

Proficient in Microsoft Office (Word, Excel, PowerPoint, Access)

Language

English - Good
Arabic - Mother Tongue

References

Mr. Iman Fahemi : Customer Service Supervisor Dar Al Shifa Hospital, Abu Dhabi.

Mr. Mohammed. Hosni : Chief Bio Medical Engineer Dar Al Shifa Hospital, Abu Dhabi.

Objective

Seeking for a challenging career where my acquired skills and experience will get proved, and maximized.

Career Profile

- ✚ Self-motivated, efficient, resourceful and reliable under pressure.
- ✚ Excellent communication and interpersonal skills.
- ✚ Detail oriented and resourceful in the completion of tasks with ability to multi-task effectively.
- ✚ Demonstrated ability to function effectively as a team player as well as working independently to achieve objectives

Work Experience

January 2007 - Till Date Dar Al Shifa Hospital, Abu Dhabi, UAE.
Customer Service Executive (Operator, Receptionist & Cashier)

- ✚ Managing daily activities of the Out Patient Area.
- ✚ Handling customer / patient queries at the Out Patient Level.
- ✚ Handling duty roster for the Front Office Staffs. Coordinating with all other departments for the smooth functioning of the Front Office including Receptions, Cash & Insurance Front Office.
- ✚ Ensuring that all OP referrals to the hospital are tracked.
- ✚ Handling OP Staff annual leaves Compensatory Off's, Overtime and monthly attendance report in co-ordination with HR.
- ✚ OPD feedbacks collection & sending the Quality data to the Quality Department.
- ✚ Training of all new staff that joins the OP Department.
- ✚ Weekly Meetings to be conducted for Out Patient Department.
- ✚ Coordinating on a daily basis with the administration.
- ✚ Participating actively in quality improvement initiatives of the organization.
- ✚ Coordinating with the department heads for the continuous improvement of OP Department.

Additional Skills

- ❖ Work well under pressure within a fast-paced environment.
- ❖ Able to multi-task and carry out instructions.
- ❖ Follow directions and work productively without supervision.
- ❖ Interact supportively within a team environment.
- ❖ Good communication and interpersonal skills.
- ❖ Active listening and leadership.
- ❖ Time Management and Transferable Skills.
- ❖ Team Leader and Problem solving.
- ❖ Identification of customer needs and challenges
- ❖ Meeting sales goals and sales planning (Market knowledge)

Opera Skills

- ✚ Dealing with complaints and Accidents
- ✚ Arranging all transportation and facilities
- ✚ Preparing bills and taking payments.
- ✚ Dealing with bookings by phone, e-mail, fax & walk in
- ✚ Preparing the reports
- ✚ Taking and passing on messages to the guests

Employment History:

- ✚ January 2004 - December 2006 Firestone Tires, Abu Dhabi, UAE. Cashier & Receptionist
- ✚ January 2003 - December 2004 Alexandria Library, Alexandria, Egypt. Accountant
- ✚ January 2001 - December 2003 Al Fadi -Import & Export, Alexandria, Egypt. Accountant
- ✚ January 1999 - December 2001 Al Dahab, Alexandria, Egypt. Cashier & Receptionist

Core Competencies

- ✚ Adapt quickly with the team work and any environment.
- ✚ Get experience of any work very quickly.
- ✚ Ability to work long time under pressure.
- ✚ Good communication skills.
- ✚ Work effectively under pressure and/or stringent schedule
- ✚ Oversee productivity & work assignment of the staffs
- ✚ Assist, supervise and maintain quality control
- ✚ Responding to customer inquiries and complaints

- Other documents will be provided upon request.
- I hereby declare that the above stated information is true to the best of my knowledge and belief.

Applicant

Ali Saadeldin Kasem

Place: Abu Dhabi