



# MUSA MOHAMMED



## CONTACT

@ mmmam5527@gmail.com

0561912509

United Arab Emirates - Sharjah



## OBJECTIVE

Looking for challenging opportunities where I can fully use my skills for success of the organization.



## EXPERIENCE

### Al Mana General Hospitals \_ Saudi Arabia

2009 - 2018

#### Customer Service Representative

##### Main Responsibilities:

- Greeting the customer with energy and enthusiasm upon their entry.
- Insuring that the people are in the right place at the right time and for promoting apposite image of where i work.
- Established and maintained last relationships with the clients, customers, and other team members.
- Actively educated and afvised customers about a broad range of client products and services.
- Strove for diplomatic conflict resolution in case of customer complaints or concerns relating to client products and services.

##### Receptionist:

- Answering the telephone and arrange patients appointments.
- Resolve the customer complaints via phone, email or social media and use telephones to reach out to customers and verify account information.
- Directing patient to consultation room for their appointment, taking message for medical staff, booking in-patient with correct contact details.
- Locating files, checking medical records, organising test results, ensuring that medical files are logged in & out of the department.
- Updating computerised records and Issuing invoices, dealing with the cash payment.

##### Coordinator & Approvals Officer:

- Submitting approvals for patients admission, and all services that needs prior approval such as MRI / CT scan.
- Liases with insurance companies to get approvals for all requested services and communicate with billing department regarding pending approvals to solve the problems.
- Issuing the whole treatment invoices and send it for final payment.
- Arranging for admission, discharge and transfer the patients and doing the necessary arrangement regarding transferring the patients.



## SKILLS

Active listening Communication  
Computer skills Problems Solving  
Interpersonal skills Management skills



## LANGUAGE

Arabic Language , English  
Language. IELTS ( General Training )



## PERSONAL DETAILS

Date of Birth : 24/10/1983

Nationality : Sudan

Driving : From Saudi  
License: Arabia

## Thumbay Hospital United Arab Emirates - Ajman

10/07/2021 - Present

### Guest Service Officer:

- Greeting guests upon arrival and making them feel welcomed.
- Providing front desk services to guests, making full registration for the new visitors or updating the old registration.
- Issuing the treatment billing and processing patients payments.
- Being a source of information to guests on various matters.
- Accommodating general & unique requests and diffusing conflict or tense situations with guests.



## EDUCATION

### University of El Imam El Mahdi, Faculty of Arts

2007

B.A Degree in English Language

### The National Training Center for Youth & Students

15/03/2009 to 15/04/2009

Diploma of Computer  
Excellent

### KESBI Computer Institute

15/12/2007 to 15/03/2008

Computer Courses Programs  
V.Good



## ADDITIONAL INFORMATION

Driving License from Saudi Arabia



## TRAINING COURSES

### S.M.I.L.E Training Workshop

Al Mana General Hospitals - Saudi Arabia

- Listen to the Customers.
- Apologize, When something goes wrong.
- Take Them Seriously.
- Stay Calm.
- Suggest Solutions.
- Appreciate the Power of "Yes"