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|  | Experiencereceptionist / customer CARE, INTERNATIONAL MEDICAL CENTER, AL WASL ROAD DubaiDecember 5, 2021 – present Managing administration operations, specifically in charge of billing and cashing. Inventory management and procurement. Handling all incoming and outgoing calls. Welcoming guest and solving customer care request. Scheduling appointments and repeat business queries. Ensuring team work amongst employees. customer care executive, mariEstopes hospital, Kampala Uganda2015-2020 Answering the phone, responding to general questions from patients and guests, writing messages and transferring calls. Handling the company email by sending and receiving, replying and forwarding to the respective parties. Performing clerical duties for the office, including composing and typing hospital correspondence, sorting mail, submitting patients records and scheduling appointments. Prepare patient registration. Handling confidential information, including patient’s records, insurance verification copies of personal identification documents. File maintenance including organizing the hospital office files like patient data base and invoices. Follow up on patients’ medical records. Maintain and update the customer database. Secretary / receptions, APT financial consults, Kampala UgandA2009-2014 Handle responsibilities of welcoming visitors by greeting them on the telephone or in person. Organizing travel arrangements, conferences, meeting and social functions. Receiving and processing incoming and outgoing mails. Handling confidential information, including rental application and copies of personal identification documents. Follow up on guest inquiries. Receive payments from guests and issued receipts. Maintain and update the customer database. KEY SKILLS AND CHARACTERISTICS Great team player and team leader ⚫ Excellent communication skills and superb time keeper ⚫ Self-motivated, innovative and a committed team player with high standards of integrity ⚫ Excellent organizational, coordination and negotiation skills ⚫ Able to build relationships with customers ⚫ Confident and able to take the initiative ⚫ Strong skills in time management, prioritizing tasks and meeting deadlines ⚫ Ready to work individually or with a team environment ⚫ Computer skills in Microsoft Office MS Project, Word, Excel, Access, Power Point, Outlook. |
| **DSC_0003** |
| **Brenda Amanya**  Office administrator  **Available upon request** |
| PROFILE An adaptable and enthusiastic individual, who finds great pride in delivery at work.  Has accurate, analytical and excellent communication skills.  A person able to form work relations and professional partnerships quickly with a wide range of people.  Possesses excellent administrative skills and is computer literate. Nationality Ugandan VISA status Visit Visa Language English, advanced level CONTACT [Brendaa517@gmail.com](mailto:Brendaa517@gmail.com)  +971-54-796-7668 Education **BACHELOR OF SOCIAL SCIENCES**  MAKERERE UNIVERSITY  KAMPALA UGANDA, 2009-2012  **ADVANCED CERTIFICATE OF EDUCATION**  VALLEY COLLAGE  BUSHENYI UGANDA, 2006-2008 |