

# Rasha M. Abdel Aziz

## Medical Receptionist & Dental Insurance Officer

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Dedicated Medical Receptionist works productively with diverse personalities and experienced in busy clinical settings. Knowledgeable in schedule, records, and front desk management. Offers successful career history comprising for several years.

## Skills

Verbal and written communication	Excellent
Managing pressure and tolerating stresses	Excellent
Professionalism & customer focused	Excellent
Organization and planning	Excellent
Initiative, Reliable & Multitasking	Excellent
Conflict resolution	Excellent
Patience and persistence	Excellent
Adaptive learner	Excellent

## Work History

2021-10 - Current

### Medical Receptionist and Dental Insurance Officer

(Lebanon Medical Center LLC.) Dubai Branch, Dubai

- Answering and helping resolve enquiries from Patients, Labs, and companies.
- Greeting incoming customers in a professional manner and providing friendly, knowledgeable assistance.
- Supporting sales and marketing teams, including participating in social media activities.

- Providing clerical support to company employees, including copying, emailing and file management.
- Managing appointments booking and Confirmation using clinic software to schedule, cancel and re-arrange appointments flawlessly.
- Printing, applying, and billing of insurance Claim forms for over ten insurance companies (Neuron, NAS, MEDNET, ADNIC, NEXTCARE, OMAN, NGL... etc.)
- Handling Invoices and Customers billing.

2018-05 - 2020-06

### **Call Center Representative**

*Vodafone International, Sharjah*

- Negotiated with suppliers to expedite product shipment and backorders.
- Proficiently and professionally responded to customer and sales representatives' questions pertaining to orders, product availability, backorders, price, products and services, procedures and policy.
- Researched more complex issues regarding delivery follow-up, order tracking.
- Processed credit card payments for orders and managed accounts receivables.
- Assisted customers in navigating the company's website and placing orders online and troubleshooting any technical issues.
- Initiated investigation of order entry errors, damaged product, and return discrepancies, working closely with other departmental teams to ensure corrections were processed accurately and timely.
- Promptly and methodically responded to customer inquiries to identify and resolve issues with initiative and good judgment.
- Performed a variety of concurrent tasks, handled escalations, time critical issues, maintained time sensitive records, and created reports.

2010-09 - 2017-11

### **German Language Teacher**

*Cairo International School, Cairo*

- Established contact with each of the new students.
- Provide counseling for students when necessary.

- Monitor the performance and progress of each student according to their individual understanding capacity.
- Evaluate and assess the students according to the school policy.
- Following strict time frame in grading and course contents.
- Dealing with parents from diverse cultures and mentality.

## Accomplishments

DOB: 18 October 1988

## Additional Information

Married & owns a visa (Husband's Visa)

## Languages

Arabic	<div><div></div></div>	Excellent
German	<div><div></div></div>	Very Good
English	<div><div></div></div>	Good

## Interests

Reading