# 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                 | Execution |
| organization and planning                 | Excellent |
| Initiative, Reliable & Multitasking       |           |
|   | Excellent |
| Conflict resolution                       | Excellent |
| Patience and persistence                  |           |
|   | Excellent |
| Adaptive learner                          | Excellent |
|   | 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, NGI... 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.

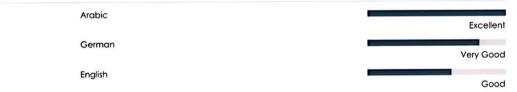
## **Accomplishments**

DOB: 18 October 1988

## **Additional Information**

Married & owns a visa (Husband's Visa)

## Languages



## Interests

Reading