

Zaheer Shama Khateeb

Customer Service Executive

Dubai, UAE, 00971552536030

zaheer.khateeb@yahoo.com

00971544521378

zaheer.shama@yahoo.com

Profile

A caring friendly and approachable **customers relation executive** with 8+ years of experience in govt & private hospitals. Wards, OT, paediatric, providing excellent professional care with respect, understanding and by maintaining dignity always. Has a great deal of fact and sensitivity in approach to working with people that require support and help in their day to day care.

Qualification

BBA – Bachelor of Business Administration	2006 - 2009
PGDCA – P.G. Diploma in Computer Application	2001 - 2002

Employment History

Medical Assistant

working in King's College Hospital London -Dubai 2019-2022

Admin Assistant

Latifa women & children's hospital 2013 - 2019

Dubai Health Authority – DHA

Office Admin executive

2002 to 2003

Iqra English School, Pernambut, Tamil Nadu, India

Job Skills

- Provide high level of customer service to the customers.
- Ensuring coordination of communication between customers and families and staffs.
- Interviewing customers families to determine the nature of care needed and direct them to the concerned departments.
- Respond to customers complaints regarding any service and ensure that concerns are handled properly.
- Ensuring that all concerns and complaints are directed to the concern personnel with a department.

- Effect change within the department systems to ensure that customers experience is enhanced.
- Interact with client with professional and personal manner.
- Handling customers walk-in and incoming calls regarding referrals, billing, inquiries and affiliate any other issues.
- Receiving and facilitating the resolution of customers grievances by oral or written feedback to the customers.
- Assisting customers in processing various forms.
- Registering new customers, processing, updating, and scheduling appointment for the new customers.
- To assist with administrative and clerical / other duties to ensure the effective running of the department.
- Responsible for providing support and help to the customers.
- knowledge of basic and advanced life support (BLS)
- Knowledge of clinical policy and procedures, *INFECTION CONTROL*
- To complies the policies, procedures, fire regulations and maintaining international accreditation standards like JCI. standards (local and international standards).
- Maintain a safe, clean environment using approved infection control practices.
- To check stock supply rooms as designated by team leader.
- Utilizes and ensure maintenance of equipment and instrument, reporting any damages, equipment to the bio-medical department and in-charge immediately.
- Takes minutes and meeting attendance as requested.
- To prepare required departmental report, prepare and maintain database relevant to area of assignment.
- Maintain the tidiness of the office and environment ensuring filing cabinets are neat and organize and the hard copy data is retained or deleted as per the data retention policy.

Skills & Training

- Good Customer service skills,
- Clinical work.
- Conflict management.
- Communication skill, Honest, Promptness
- Time Management
- Strong Multi-tasking
- Critical thinking
- Good decision-making skills
- Fire and safety trained.

- BLS Licensed.
- Infection control policy trained.
- Good computer knowledge, word, excel, etc.
- Caring attitude and approachable nature.
- Understanding, respectful and customers.
- Excellent communication and interpersonal skills.
- Ability to work efficiently in busy and environment.
- Flexible and adaptable approach to working various shift patterns.
- Ability to take instructions and follow procedures.

Personal Information

- **Visa status:** **Husband visa**
- **Nationality:** **Indian**
- **Religion:** **Islam**
- *Reference available on request*

Declaration

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.

- **Zaheer Shama Khateeb**