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**CAREER PROFILE:**

Focused and provide an effective clerical and administrative support with confident in a busy office environment to manage a busy workload, and to use my own initiative ability to work well under pressure with best practices in communication, computer handling and customer care services to increase the operational efficiency of the business.

**KEY SKILLS**

* Answering the telephone, directing calls and taking messages.
* Accurate recording and updating information of the client.
* Processing any necessary paper works and

corresponding by E-mail

* Gathering information by phone, letter, E-mail or in person.
* Proficient in Microsoft Office such as Word, Excel, Power Point

**CHARACTERISTICS**

* Can work under pressure.
* Can perform multi-tasking.
* Familiarity with certain office applications.
* Good communication skills.
* Willing to perform in any assigned duties.
* Can cope up in any working environment.
* Willing to be train to gain new knowledge.

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**WORK EXPERIENCE**

**DOCTOR FAIZ HADDAD E.N.T SPECIALIST CLINIC (Sept. - 2014)**

**(Medical Clinic Receptionist)**

* To welcome and usher patients.
* Answer and transfer phone calls
* Register patients, complete medical reports and insurance related forms.
* Collecting medical fees and preparing claims at the end of the month.
* Organize paper documents and transfer required information through telephone or by email.
* Schedule appointments.
* Maintain medical forms, patient forms and office stationeries.
* Liaison between patients and doctors.
* Organize and maintain patient records
* Handle simple prescriptions.
* Handle and maintain flow of information.
* Dealing with insurance company, medical waste company and medical representative if necessary.
* Responsible in medical setups like opening the office in the morning, and locking the office premises after working hours.

**LES FANFANS NURSERY (Dec 2012 – Dec 2013)**

(**Assistant Teacher)**

* To take charge of the class when the teacher is out
* Help the teacher in her daily routine and in the program
* Observe, supervise and monitor children’s play activities
* Help children established good habits of personal hygiene; toilet training, hands washing.
* Help to maintain a neat and organized classroom, that includes the cleaning of your class and a shared load in the nursery
* To actively encourage children’s progress in all areas of development, types and stages of play, by interaction and extension of play activities.
* To be responsible for keeping the individual record file for each of the children in the key worker group.
* To be involved in curriculum planning, policy writing and record keeping as requested and led by the supervisor.
* To assist in the setting up and clearing away of all activities and equipment.
* To ensure high standards of hygiene and safety are maintained at all times.
* To ensure that any information received concerning the children is kept confidential at all times.

**EDUCATION**

DIVINE MERCY COLLEGE FOUNDATION INC.

**Hotel and Restaurant Management Ladderized (2015 – 2016)**

CITY GARDEN SUITES (MANILA PHILIPPINES)

**Food Safety & Sanitation, Latest trends in the hospitality industry, Personality Development with Hospitality Business Ethics, Stay and Learn Program (Event Management, International cuisine, Cooking Demonstration, & Basic Front Office Operations) (Certificate 2015)**

COLLEGE OF ST. LAWRENCE – BALAGTAS BULACAN – PHILIPPINES

**Bachelor of Science in Secondary Education (Major in Science) 10 / 2014 to 04 / 2015**

GALAXY COMPUTER EDUCATION & TRAINING INSTITUTE – HAMDAN STREET – ABU DHABI U.A.E

**Manual Accounting, Tally, Peachtree & Quick Books Accounting Software 2012, (Certificate) 05 / 2012 to 09 / 2012**

THE HERITAGE HOTEL (MANILA PHILIPPINES)

**Attending the Hotel Overview, Housekeeping with Bed Making and Front Office Overview, (Certificate) 02/2010**

ABE INTERNATIONAL BUSSINESS COLLEGE – CALOOCAN – PHILIPPINES

**Bachelor of Science in Hotel and Restaurant Management undergraduate, 2009 to 2011**

SAN DIEGO PAROCHIAL SCHOOL – VALENZUELA – PHILIPPINES

**Secondary (Diploma) 2005 to 2009**

**PERSONAL DETAILS**

Age **: 23 years old** Language **: English, Tagalog**

Date of Birth **: 14 January 1993**

Sex **: Female**

Civil Status **: Single**