**WAQAR**

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Address: Bur Dubai, Dubai.

## PERSONAL SUMMARY

A highly resourceful, energetic and competent medical front desk officer with over Six years’ experience of providing the highest standard of patient-centered administrative support. Possessing a proven ability to deal with all aspects of front office duties and able to handle competing demands professionally and efficiently. Fully up to date with the rules and regulations, including only using patient-identifiable information unless it is necessary.

## AREA OF EXPERTISE

* + Reception (Including Hospital &Clinic).
  + Front Desk Officer (Including Hospital &Clinic).
  + AdministrationWork.
  + Efficient In CashDealing.
  + Admission Counter (InHospital).
  + Customer ServiceRepresentative.

## CAREER HISTORY

Worked as a**FRONT DESK OFFICER** at **PATEL HOSPITAL** (June 2010 till December 2016)

Responsible for maintaining the smooth running and operation of all front desk activities in a busy medical practice. Helping the doctors & medical staff by managing their administrative and secretarial duties.

# Duties & Responsibilities:

* Answering telephone calls and dealing with face-to-faceenquiries.
* Politely greeting patients and visitors to thecenter.
* Explaining the practice procedures to newpatients.
* Dealing with all requests in an efficient and courteousmanner.
* Opening post and forwarding it onto the relevantparties.
* In charge of the doctorsdiary.
* Writing letters and correspondence on behalf of the surgery and medicalstaff.
* Scheduling appointments forpatients.
* Updating the surgeries computer system with appointments and personaldetails.
* Maintaining a clean reception area to show a professionalimage.
* Arranging for clinical nurses to check a patient’s blood pressure, height andweight.
* Making sure that the appointments system runssmoothly.
* Screening enquiries for the doctors and medicalstaff.
* Registering new patients at thesurgery.
* Checking patients in andout.
* Accurately collecting information and personal details aboutpatients.
* Arranging any necessary follow up appointments for patients with hospitals or with other healthcare professionals.
* Ensuring that all medical samples are correctlylabelled.
* Filing the results oftests.
* Liaising with couriers and deliverycompanies.
* Arranging prescriptions forpatients.
* Making sure that the medical consulting rooms and surgery is fully stocked with essentialsupplies.
* Organizing meeting between the practice staff and seniormanagers.

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| **ACADEMIC QUALIFICATIONS** |  |
| Master’s ( Economics ) | Present |
| Bachelor’s (Commerce) | 2009-2011 |
| Intermediate (Commerce) | 2007-2009 |
| Matriculation (General Science) | 2005-2007 |
| **TECHNICAL SKILLS:** |  |

* + Good command in MS Office ( 2007, 2010, 2013)
  + Oracle ( 11 G)
  + HIMS ( International Hospital Software)

# PROFESSIONAL SKILLS:

## Competencies:

* Ability to priorities and organize a heavyworkload.
* General knowledge of office procedures andpolicies.
* Extensive knowledge of medicalterminology.
* Ability to quickly file alphabetically andnumerically.
* Can use Microsoft Office Outlook, Word and Excelconfidently.
* Possessing both Fire Safety & First Aidcertification.
* Fully aware of infection controlpolicies.
* Ability to use spreadsheet and emailapplications.
* Aware of the rules and regulations relating to medicaldocumentation.

## Personal:

* Having a professional appearance and demeanor at alltimes.
* Good teamplayer.
* Having a flexible approach towork.
* Remaining calm underpressure.
* Able to remain confidential at alltimes.
* Excellent concentrationskills.

# PERSONNAL INFORMATION:

MaritalStatus : Single

DateofBirth : 25thNovember1989

Religion : Islam

Nationality : Pakistani

Gender : Female

**REFERENCES** - Available on request.