



Asma Tahir

Sharjah United Arab Emirates

24 March 1995

Skyline University

College

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Career Objective

I am hardworking and ambitious seeking for a challenging Middle Level Managerial Position in corporate Administration, Operations/Customer Service and HR, or where I can effectively and efficiently utilize my time and knowledge, skills, capabilities, local and international experience to enhance and add value to Company and my career prospects.

Experience

NMC Royal Hospital

Guest Service Executive

Guest Service Executive

25th Sept, 2021 until 18th Feb, 2024.

- ☐ Registering the patients in several depts; Gynecology & Obstetrics, Gastroenterology, Internal medicine, Fetal medicine, Cosmetology and Dermatology and Dental.
- ☐ Processing patients' payments and managing bills.
- ☐ Coordinating with porters, nurses, doctors and clinic managers.
- ☐ Acting as a central source of information for patients.
- ☐ Resolving problems and dealing with conflict or tension with disappointed patients.
- ☐ Checking insurance eligibility and approvals in "E-claims" and "Riayati".
- Serving as the department of gynecology's head.
- Screening and routing patient calls to other departments efficiently, insuring accurate registration, appointment scheduling and follow-up appointment scheduling in database.
- Obtains insurance card and demographic information and inputs information into Electronic Medical Records (EMR).

Riaz Specialist Medical Center

Receptionist

- ☐ Registration

(Dept: General Practitioner, Dental, ENT, Ortho and Lab)

- ☐ Billing
- ☐ Insurance eligibility check
- ☐ Processing sick leave
- ☐ Data Entry
- ☐ Operator (attending incoming calls)

HR Assistant

- ☐ Segregating files
- ☐ Preparing payroll
- ☐ Updating employee records (both manually and electronic).
- ☐ Screening telephone calls.
- ☐ Preparing new employee contact.
- ☐ Preparing final settlement (unlimited contract)

VFS Tasheel

1. Bio metrics (for Saudi visa)

- Capturing fingerprints
- Data entry
- Collecting and handling cash

2. Document Submission

- Identifying Saudi visa category
- Data entry
- Issuing Enjaz form (Saudi form)
- Issuing medical insurance
- Collecting and handling cash

3. Passport Collection

- Doing verification of applicant
- Delivering passport

4. Auditor

- Checking passport details
- Checking enjaz form (Saudi form) details
- Checking invitation or pre-approval letter from Saudi
- Checking documents attached for visa.

Front Desk Receptionist

19th January, 2021 until

30th April, 2021

Customer Experience Expert

23rd October 2017 until 30th April, 2020

Genius Group Global

- ☐ Making outbound calls
- ☐ Giving information of available degree program from Colleges/universities (from international countries)
- ☐ Doing registration of students

Academic Counselor

**12th Aug 2017 until
12th Oct 2017**

Musafir

- ☐ Handling incoming calls and making outgoing calls
- ☐ Handling Email communication with customers and support function
- ☐ Customer Relationship Management
- ☐ Preparing Vouchers
- ☐ Payment Collection
- ☐ Visa Tracking
- ☐ Voucher Briefing
- ☐ Data Entry
- ☐ Reconciliation
- ☐ Invoicing to funding sources, including calculation of completed units of service

**Holidays Operation 01 Aug 2016
until**

30 April 2017

Skyline University College

Student Trainee

07 May 2013 until 07 May 2015

- ☐ Worked with the Events Department by organizing school events,
- ☐ community service events, Annual Alumni meetings, Exhibitions,
- ☐ Hostel Picnics and Sporting Events.
- ☐ Assisted the Corporate Affairs Office by communicating with
 - Corporate and Alumni to answer Campus questionnaires.

Skills and competencies

- ☐ Using Microsoft Office applications - Word, Outlook, Excel, PowerPoint – for Documentations and presentations
- ☐ **Fluent in English and Urdu Languages.**
- ☐ **Basic knowledge of Arabic Language.**
- ☐ Identifying and gathering appropriate resource thoroughly researching background information coordinating and completing tasks meeting deadlines and planning and arranging activities
- ☐ **UAE driving License**
- ☐ High comfort level working in a diverse environment
- ☐ Ability to challenge and debate issues of importance to the organization.
- ☐ Excellent communication skills both verbal and written.
- ☐ **Attentive listener.**
- ☐ Acknowledge your customer's emotions.
- ☐ **Patience.**
- ☐ **Willingness to learn new things.**
- ☐ Confident to take new responsibilities.
- ☐ Flexible (in shifting)

Education

(BBM) Marketing

Skyline University
college
(Graduated)

24 Nov 2016

Special Accomplishments

Skyline University College, Sharjah –United Arab Emirates

- ☐ Dean's List Honoree: Achieved a CGPA of 3.7
- ☐ Class Representative in Sophomore Level.
- ☐ Member of the Student Council.
- ☐ Featured Presenter, CEO Lecture Series.
- ☐ Appreciation Letter from VFS TASHEEL.
- ☐ Appreciation Feedback from NMC ROYAL HOSPITAL.

References

Available upon the request