



# Asma Tahir

Sharjah United Arab Emirates

24 March 1995

Skyline University

College

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## Career Objective

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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

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### NMC Royal Hospital

#### Guest Service Executive

#### Guest Service Executive

25<sup>th</sup> Sept, 2021 until 18<sup>th</sup> 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**

***19<sup>th</sup> January, 2021 until***

***30<sup>th</sup> April,2021***

### **Customer Experience Expert**

**23<sup>rd</sup> October 2017 until 30<sup>th</sup> 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**      **12<sup>th</sup> Aug 2017 until  
12<sup>th</sup> 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*

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- 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*

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(BBM) Marketing

Skyline University  
college  
(Graduated)

24 Nov 2016

## *Special Accomplishments*

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**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*