

**Ahmed Adel Mohamed**  
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### **Objective**

Administrative professional with over 9 years of experience in the healthcare sectors of Egypt and Kuwait. Experience includes 4 years in health insurance sector and 5 years as a medical representative. Proficient in providing comprehensive insurance solutions to clients, exceeding sales targets, and delivering exceptional customer service. Seeking an opportunity to leverage my expertise in insurance sales and client management in the UAE healthcare sector.

### **Education**

Bachelor of Science in Chemistry | Cairo University | 2014

### **Work Experience**

- **\*\*customer service Receptionist\*\* | Misr International hospital, Egypt | [Doki] | [August 2022 – September 2023]**
  
- **customer service Receptionist | Dar Al-Shifa Hospital, Kuwait | May 2019 - May 2022**
- - Greet and assist patients, visitors, and medical staff with a professional and friendly demeanor.
- - Schedule and confirm patient appointments, ensuring accurate record-keeping.
- - Verify patient insurance coverage, collect co-pays, and provide financial counseling when needed.
- - Maintain electronic patient records, ensuring accuracy and compliance with privacy regulations.
- - Handle incoming phone calls, route them to the appropriate department, and provide information as needed.
- - Strong communication and interpersonal skills, capable of handling patient inquiries and concerns with empathy.
- - Efficient in appointment scheduling, patient registration, insurance verification, and maintaining patient records.
- - Proficient in using medical office software and electronic health record (EHR) systems.
  
- **Senior Medical Representative | Pharco Line CVS, Egypt | October 2017 – April 2019**
- Products: Candeblock, Bisolock, and Vasonorm products to healthcare
  
- **Medical Representative | ADWIA line CVS, Egypt | August 2014 – September 2017**
  - o Products: Randel "nicorandil 20 mg" - Myogrel "clopidogrel 75mg" - adwipril "perindopril terbutylamine 4 mg"

### **Professional Summary**

#### **Skills**

- Proficient user of electronic health record (EHR) systems
- Proficient user of medical office software: I. CARE and S.A.P
- Excellent customer service and communication
- Multitasking and time management
- Problem-solving and conflict resolution

### **Languages**

- English: Fluent
- Arabic: Native

*References available upon request.*