



# AHMED TAIR

Sharjah

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## Objective

As a customer service in healthcare highly motivated results driven and able to develop and build strong lasting relationships with 2 years experience in customer service , Expert in dealing with patients and understanding their needs , i am looking forward to develop myself in this field

## Experience

- **Customer Service Executive \_ Emirates Specialty Hospital** 2020 - 2022  
Help in Registration form and Insurance form completion process , Ask about problem of the patient and refer to the concerned Clinician , Organizing and maintaining patient records, consent forms, payment forms , Ensure patients are informed if a clinician is running late or called out , Answer all incoming calls and route them to the appropriate department , Respect and maintain the privacy and dignity of patients, assure client confidentiality at all times , Book appointments over phone as well as through walk ins , Schedule appointment requested through websites and SMS , Confirm all appointments for the following day over telephone on a daily basis , Check with Insurance Coordinator for cases requiring approvals Coordinate with Symphony for insurance related matters Check with Insurance Coordinator the status of the Insurance card produced by the patient

## Education

- **Business Administration in Healthcare management - ( Bachelor's degree \_ Al Quds University )**  
( 2013 \_ 2017 )

## Skills

- Strong communication \_ Problem Solving \_ team player \_ Risk Management \_ time management \_ patience \_ Dealing with customer complaints and problem solving
- Good handling of dealing with patients \_ Listening to customers and interacting with them \_ positive energy \_ Keeping customers calm \_ Courtesy and respect with clients \_ Data Entry
- Medical billing \_ medical terminology \_ Medical Insurance \_ Patient registration

## Languages

- Arabic ( Mother Tongue )
- English ( Fluently )

## Personal Details

- Date of Birth : 21 / 07 / 1995
- Marital Status : single
- Nationality : Palestinian