



MAHMOUD ADEL MOHAMED IBRAHIM

(Sharjah)

+971 0505922849 | mahmmoudadel60@gmail.com

in <https://www.linkedin.com/in/mahmoud-adel-ba4a1b220>

f <https://www.facebook.com/MahmoudAdel00> **t** <https://twitter.com/MahmmoudAdel00?t=qan87YHrx9sFrWkl10j5Pg&s=08>

Objective

I have a bachelor's degree in law, I am a talented, ambitious and hardworking person, I have extensive skills and experience in customer service, sales and a passion for writing ads and implementing effective campaigns on social media, moreover, I am adept at handling multiple tasks on a daily basis efficiently I am looking for an opportunity to apply my skills, to showcase my skills in supporting disease, helping patients, making treatment decisions. I am looking forward to success and looking for an opportunity in a professional and reputable medical center or dental clinic, gain new experience, enhance my knowledge and utilize my abilities and skills. I am also looking for a suitable job where my qualifications, experience, abilities and skills will be useful to the organization.

Experience

- Denewar Dental Clinic (Egypt)** (18/9/2018) - (1/9/2020)
(Receptionist)-(customer service)
 - gain a full knowledge of clinic programs, especially the Dentalor-Clinisofit program.
 - Photographing all cases of dental implants, tooth extraction, dental fillings and all types of fixed and mobile fixtures (Zircon-E.MAX-Ceramics-Veneer-Hollywood smile).
 - I upload stories on social media, customer service over the phone, and all social media.
 - Reply to confidential correspondence and reporting complaints.
 - Social Media Management (Facebook-Twitter-LinkedIn-YouTube-Instagram) and Prepare all required records professionally by Excel, Word, PowerPoint and Microsoft
 - With the preparation of any other reports and Recording treatment information in patient records and Their finances.
 - Maintain adequate operational supplies and compile an inventory for inventory control and seizure purposes. Collect and record dental moulds, laboratory cases, order supplies when not available and request periodic maintenance of dental equipment.
 - Using the electronic registration system and updating and preparing patient records for today's schedule.
 - Input the patient's personal data for the dental x-ray instrument according to the doctor's wishes and instructions and care for the dental x-ray machine.
 - Keep accurate records of patient current medical history and dental charts. Supervise the sterilization of all reusable dental instruments and equipment. For contaminated or potentially contaminated materials, dispose of them appropriately.
 - Supervising the preparation, maintenance and cleanliness of the consultation rooms before and after the patient's visit.
 - Patient reservations for an appointment, procedure or treatment as per treatment plan Self-updating regarding internal notes and communication regarding changes in clinic, data and patients and Commitment to the confidentiality of patients and their data.
 - Follow-up examinations and coordinate with the dentist to inform patients of their results or Treatment, or whether a follow-up with a dentist is needed.
 - Follow oral hygiene guidelines and accept and discharge patients in clinic with established standards.
 - Attend staff meetings and contribute to planning and problem-solving in the clinic.
- Seven plus clinic (Egypt)** (1/9/2020) - (1/9/2021)
(Receptionist)-(customer service)
 - Receiving and welcoming customers, talking to them professionally, and directing them to their place of service.
 - Determining the available offers with management, then presenting them to clients and discussing them.
 - Notify the physician in charge of customer access by phone.
 - Receiving telephone calls, for warding them to the competent doctor and responding to e-mails received at the medical centre.
 - Responding to customers' questions and inquiries, whether by phone or during their visit to the medical center, about the nature of the center's work, and the services or products Which provides from the departments (Eyes, Dermatology Cosmetics and laser, physical therapy, Nutrition, Psychology and Obstetrics and Gynecology), and refer the client in case of referral To the specialist.
 - Perform registration, enter data, and keep the front desk clean and tidy for clients reception.
 - Setting appointments with clients on the system, taking into account that appointments do not overlap with each other, organizing appointments according to specific schedules and arranging them according to the priority of each appointment.
 - Keep records of visitors and verify their identity.
 - Writing and preparing reports and submitting them to officials.
 - Supervising the implementation of the pre-prepared schedule so that no error occurs.

- **Double trees by Hilton (United Arab Emirates)**

(1/10/2021) - /

(front office)-(customer service) Arabic

- Organizing the duties of employees.**

Establish and maintain the highest standards of work.

- Giving the decision regarding the acceptance or rejection of the reservation.**

Carry out the reservation process by phone, fax or computer.

- Record all the details for booking.**

Record numbers of all reservations that are registered every night.

- Ask the guest to confirm the reservation guarantee.**

- Maintaining the highest possible profit.**

Organizing tasks and duties- Dealing with complaints or difficulties of the guest -Welcoming the important guests- Maintaining the core business.

- Confirm the room for the guest - Dealing with groups that arrive at the hotel- Handling the problems of the guests.**

Preparing for the arrival of guests. - Make entry procedures for the guest. - Determine the appropriate rooms. - Checking the payment methods.- Recording the status of each room if it is occupied, clean, out of work or not ready.

- Make maid calls- Give the required calls to the guest to wake up.**

Education

- **Mansour university**
Faculty of law

(1/1/2018)

Skills

- Proficiency in various arithmetic operations. Attention to detail and patience. Excellent presentation and negotiation skills. Different skills for different tasks Work to perform well and work under pressure. Good listening and positive communication. Ability to work with a team , Computer and Internet skills. Excellent business sense and interest in work. Accuracy and flexibility while handling multiple tasks. Excellent mathematical and logical thinking skills. Ability to analyze and solve problems. Strong communication and presentation skills. We value responsibility and look forward to learn more about our different areas of interest.

Language

- Arabic (mother language): excellent command of both written and spoken skills. English : good (speaking and writing)

Personal Details

- Date of Birth : 1/10/1995
- Marital Status : Single.
- Nationality : Egyptian

VISA TYPE

- Accommodation in the United Arab Emirates via Hilton Hotel.