



MUSTAFA DHORAJIWALA

Specialist - Customer Communications

Objective

I aim to work in a dynamic professional environment that can help me contribute towards the goals of the organisation and my career goals, enhance my skills and knowledge, and foster my professional growth.

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809,B-block, Al Zubaidi Bldg,
Al Nahda, Sharjah .

Language

- English
- Hindi
- Urdu
- Gujarati
- Marathi
- Arabic (basic)

Expertise

- Time Management
- Leadership Skills
- Team Management
- Critical Thinking
- Relation building
- Quick Resolution

Experience

Genesis Healthcare Center
Call Center - Team Leader
Jan 2023 - to date

Dubai London Clinics and Hospitals
Call Center - Team Leader
June 2022 - Jan 2023

Dubai London Clinic and Speciality Hospital
Call Center Representative/ Receptionist
Feb 2017 - June 2022

Zulekha Hospital - Dubai
Billing Executive / Receptionist
June 2015 - Dec 2016

Shreeji Hospital and Nursing Home
Gujarat - India
4 Months internship as a Dispensing Pharmacist

Education

SSP Institute of Pharmacy.
Diploma in Pharmacy
2011 - 2013

PG Junior College
2006 - 2008

Skills Summary

Good Computer Operating and Typing skills
Analytical skills to generate Weekly / Monthly / Yearly reports
Training new joinees to help understand the system and processes.
Grievance Management - Resolve issues and complaints.
Managing Doctors schedule and staff roster to ensure smooth operation of the clinic
Interpersonal and Telephonic skills.