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| NDAMBI MUSHONGA  Result-oriented professional with a proven record of achievement in conceiving and implementing effective ideas, seeking to join a progressive organization that gives me the opportunity to develop professional skills I have acquired. Realising that customer service is of paramount importance in the hospitality industry, I will embrace clientele with warm verbal comprehensive gestures and ambient smiles that enhances competitive advantage of viral marketing and brad loyalty to the firm.  **DESIRED POSITION: CUSTOMER SERVICES EXECUTIVE**  **Visa Status: Visit Visa**  **PROFILE SUMMARY**  Qualified holder of a bachelor of Social Sciences Hons Degree with at least 4 years of customer service, administrative duties that include front desk management, business development, recording all communication, invoices, quotations and proposals.   * I have 4 years’ experience in spearheading front office duties, welcoming guests and representing the face of the organization. * Planning and coordination of workplace projects, awareness campaigns, coordination of workshops, seminars and training courses and preparation of reports. * Extensive experience in marketing doctors, specialists and healthcare consultants to patients at a global scale. * Top of the range knowledge and expertise in healthcare insurance and eligibility verification on service portals. * Communication: Verbal comprehensive gestures in booking appointments for patients in the call center division * Abilities and skills: The skills to work both independently and as part of a team. * A forward thinking person with strong communication, analytical and organizational skills, well organized with a record demonstrates self-motivation and creativity to achieve cooperate goals.   **EDUCATION AND PROFESSIONAL QUALIFICATIONS**  **Bachelor of Social Sciences**  **Midlands State University (2014 to 2018)**  **Zimbabwe** |  |  | KEY SKILLS  • Office management  •Administration Skills  • Reporting and documentation  • Proficient with computers  • Training and development  • Planning and coordination  • Team building and leadership  SOFT SKILLS  • High analytical skills  • Collaborator  • Communicator  • Motivator  • Planner  **Contact Details**  **Tel: +971 557163885 E:ndambimushy21@gmail.com**  **Nationality: Zimbabwe**  References available upon request |
| **WORK EXPERIENCE**  **Customer Service Representative (January 2019- January 2020)**  **TRUE GLAMOUR HAIR SALON**  **DUBAI, UNITED ARAB EMIRATES**   * Generating leads * Educating customers about new products * Maintaining relationships with existing customers * Attending to customer queries and complaints * Educating customers about products and services   **Customer Service Agent (November 2016- March 2018)**  **HARARE HOSPITAL**  **ZIMBABWE**  **Competent Key Skills**   * Telephone Etiquecy skill- answering calls with fluent professional English which aid effective communication. * Effectiveness and promptness - Quick in picking calls within the first 3 rings. * Active listening- ability to pay attention to detail given by the decoder and conveying messages correctly. * Number aptitude skill- Ability to handle billing transactions in the outpatient department. * Accuracy in data interpretation- Following the co-payments indicated on the insurance cards of patients. * Multi-tasking and Speed- Simultaneous multi-tasking in registration of patient files, answering reception calls completing cash transactions at the same time. * Verbal Comprehensiveness- Welcoming patients with a meet and greet smile.     **Roles and Responsibilities**   * Obtained patient information by answering telephone calls, verifying information from the call center department. * Attending to patient insurance claims and answering questions and inquiries on both calls and online via the website and social media chatting platforms. * Booking appointments to patients in respect to the requested dates and timings. * Endorsing details of patients who want to be kept on the waiting list for availability of appointment schedules at a later date. * Diserminating information received to from top management to various departments. * Confirming appointments by sending reminder alerts a day prior to the booked date. * Greeting patients in a friendly manner and attending to their needs and questions * Updating statistics of No shows in the hospital system.   **Front Desk Customer Services Executive/ Cashier September 2015– September 2016**    **Avenues Private Hospital Zimbabwe**   * Diserminating information regarding to availability of doctors, their specialities, and respective consultation fees. * Harmonising blocking of procedures and operation cases in the system and re-booking of cancelled appointments on earlier dates. * Handling cash and credit card machine on billing patients after consultation with the doctor. * Processing refund transactions to patients after receiving approval claims from insurance companies. * Updating doctors work schedules in the hospital system. * Effective communication and instant awareness of patient arrival to doctors. * Online verification of patient insurance eligibility on service portals. * Executing team work measures by collaborating in quick registration of patients across all counters when necessary. * Arranging front office desk and keeping it tidy. |  |  |