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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 557163885E: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.

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