

R/Y

# RAGHAD YAHYA ALAHMAD

## Customer Service Representative Team Leader



Ajman, United Arab Emirates



+971501442630



raghad\_alahmad@yahoo.com



### Personal Details:-

Date of birth: 03.09.1993

Nationality: Jordanian

Visa Status: Residence

Marital Status: Married

### Skills:-

Computer skills



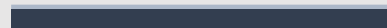
Interpersonal skills



Teamwork



Active Listening



Customer Services



Verbal Communication



Organization



Handles Pressure



### Summary:-

As a highly skilled Medical “Team Leader” Receptionist. I am having experience as a Receptionist Team Leader with 4 years’ and in Customer Services Field with 9 years; I am adept in documentation, patient support, and clerical responsibilities. Moreover, my on-the-job experience has afforded me a well-rounded skill set, including first-rate communication and decision- making abilities.

I excel at:

- Greeting incoming visitors and patients.
- Responding to patient questions in-person or via telephone.
- Supporting the staff with diverse operations.
- Analyzing inquiries and developing new strategies and procedures.

## Education

Jordan University of  
Science and Technology

Irbid/Jordan 2011-2015

Bachelor's Degree in English Language and Linguistics

## Work Experience

Saudi German Hospital Ajman

Oct 2021 – Jan 2024

### Customer Services Representative Team Leader (SAGE)

- Greeting patients in the Reception and assisting them according to their needs.
- Generate Final Cash / Insurance Bills.
- Auditing the OP bills.
- Sending daily reports for Managements.
- Acting as a supervisor in his absent.
- To Train new team member on Patients Satisfaction, Insurance, System, Hospital Services and Policies.
- Doing Team Leader tasks as Rota, Daily Reports, Supporting staff, insurance query and solving complaints.
- Doing Amendment and Cancellation.
- Providing leadership, guidance, and support to the team.

### Customer Services Representative (SAGE)

- Receptionist in billing of Radiology and OP Clinics
- Taking approval for OP Services.
- Registering patients – Cash / Insurance –.
- Answering calls of patients inquiries

## Languages:-

Arabic



English



## Driving License:-

Driving license category

3<sup>rd</sup> Category / Light Vehicles

Amina Hospital Ajman  
Sep 2018 – Oct 2021

Ajman A Plus Education  
Jan 2018 – Jan 2018

Sharjah Airport  
Oct 2015 – Jun 2017

### Customer Services Representative Team Leader (HospyCare)

- Sending daily reports for Management.
- Generate final cash bills in the system
- Helping the supervisors as acting as a team leader by assisting the patients and handling complaints.
- Helping the supervisors as acting as a team leader by assisting the staff in the insurance, system and patients matter.
- Doing Team Leader tasks as Rota, Daily Reports, Supporting staff, insurance query and solving complaints.
- Doing Amendment and Cancellation.

### Customer Services Representative and Call Center (HospyCare)

- Greeting patients in the Reception and assisting them according to their needs.
- Receptionist in Outpatients Department.
- Receptionist in billing of Radiology, Diagnostics and Lab Department.
- Receptionist in Emergency Department.
- Receptionist in the sick leave registration.
- Taking approval for OP/IP Services.
- Registering patients – Cash / Insurance –.
- Admitting patients for Surgery, Delivery and Procedure.
- Working as a Call Center Agent.
- Answering calls of patients' inquiries.
- Receptionist in Dental Department.

### Assistant English Teacher (Part time)

- Roaming on all cities " Ajman – Sharjah – Dubai –
- Abu Dhabi – Um AlQuain – Ras AlKhaima – Fujairah – Al Ain " to educate children

### Sharjah Aviation Services

- Greeting customers as they arrive
- Call Centre
- Meet and Assist
- Customer Services
- Immigration Cancellation
- Hala Services
- Helping the team leader by sending the reports to the managements

## Professional & Personal Skills:

---

- Learning Language.
- Ability to complete the task in time.
- Good problem-solving ability, good communication skill and creativity and willing to turn my hand to any task given to me.
- Organized, hard work and punctual.
- Computer knowledge – Internet, MS Word, MS Excel and PowerPoint –.

---

## References:

---

- ✓ Reference available upon request.

Dear Mr. / Mrs.

In today's customer service oriented society, timely, friendly, proactive service is sought to enhance future business growth. Customer loyalty is always impacted when you employ the right service professional to represent you when assisting your valued customers.

I am writing today to apply for the position that you posted, I believe I am the ideal candidate for this entry-level position because I am enthusiastic and dependable. I also recently completed almost six years as patient services and almost nine years as customer services.

Your ad calls for an applicant who has the ability to work with customers and employee team in person and on the phone and it also emphasizes the importance of strong written communication skills. In addition to my training, I also have past experience in customer service jobs that helped me build these skills. I have worked as a Customer Services Team Leader, Call Center, Customer Services Representative and Administration in this capacity.

I also saw that your ad needs a representative who can keep pace with technology, I not only have the training needed to work with today's medical and appointment-setting software, I also have the core skills needed to keep learning as that equipment is updated.

I know your office would be the right fit for my skills and my outlook. I hope to have the opportunity to continue making my case for my candidacy in an interview setting.

Thank you for your time and consideration. Sincerely,

Raghad Yahya AlAhmad