



# Wiaam Sayed

Dubai - United Arab Emirates

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## Objective

Adaptable individual passionate about delivering excellent customer service through confident, helpful communications. Knowledgeable in Microsoft Office applications for reliable administration. Collaborates well to support team goals.

## Experience

- Dental Club Clinic | Dubai, UAE** 2/2023 - Present  
Medical Receptionist & Insurance Coordinator
  - Greet and attend to patients in person and over the phone. Professionally assist doctors, staff, visitors, and patients.
  - Answer all phone calls in a professional and courteous manner.
  - Maintain confidentiality of all doctor, staff, and patient information.
  - Schedule appointments between doctors and patients.
  - Check Eligibility of the insurance ,print the claim form , get the approval from insurance and collect the payment.
  - Maintain business inventory such as checking supplies, scheduling equipment, and maintenance repairs.
  - Ensure that stock levels are adequate and orders are made timeously.
  - Communicate medical results to patients under clinical supervision.
  - Complete accurate documentation of patient visits.
  - Collect and verify patient information and insurance details to initiate insurance claims accurately and efficiently.
  - Verify patient eligibility and coverage before initiating treatments or services.
  - Prepare and submit medical insurance claims to relevant insurance companies, ensuring all required documentation is included.
  - Track and follow up on pending claims, resolving any discrepancies or issues that may arise during the claims process.
- ORIS DENTAL CENTER** 1/2021 - 1/2023  
Front Desk Medical Receptionist
  - Register patients according to established protocols.
  - Assist patients to complete all necessary forms and documentation including medical insurance.
  - Ensure patient information is accurate including billing
  - Inform patients of medical office procedures and policy.
  - Maintain and manage patient records.
  - Move patients through appointments as scheduled.
  - Answer incoming calls and deal with inquiries.
  - Transfer calls as required.
  - Schedule patient appointments.
  - Collect co-pays and payments.
  - Report statistics as required.
  - Schedule hospital admissions, tests, scans and outside appointments for patients.
  - Obtain external medical reports as required by medical

professionals.

- Respond and comply to requests for information.
- Deal with incoming and outgoing post.
- Complete other clerical duties as assigned.
- Maintain stock of forms and office supplies.
- Ensure reception area is well maintained, neat and clean

• **Royal care hospital | Khartoum , Sudan**

1/2017 - 12/2020

Front Desk Medical Receptionist

- Independently scheduled and registered patients to ensure minimal waiting time while maximizing the ward's efficiency.
- Introduced new appointment scheduling system, saving physicians an average of 9 work hours a month.
- Trained three other receptionist in using the system.
- Maintained cash receipts and completed all necessary paperwork to resolve any problems on the balance sheet.
- Checked in and checked out the patients ensuring accuracy of patient information as well as completeness of co-pays, charges, and insurance information.
- Received and distributed all incoming mail.

• **Call Center Agent**

1/2016 - 12/2016

Zain Telecom

- Answer phones and customer requests and complaints in an efficient manner.
- Transfer calls to appropriate place.
- Report to supervisor with any problems or suggestions to better work atmosphere.
- Assist customers in a timely manner to avoid long waiting times.
- Calm frustrated or upset customers by providing excellent and friendly service.

## Education

• **University of Khartoum**

2020

Bachelor of Applied Science  
Faculty of computer sciences

## Skills

- Emirates Driving license
- Schedule management
- Medical terms and procedure knowledge
- Research skills
- Measurement collection
- Market valuations
- Russian speaker beginner