

Mohamed Kamal Ibrahim

Medical receptionist – customer service agent – customer service representative – administrative assistant

Personal Information

Full Name: Mohamed Kamal Ibrahim

Phone Number: +971567720897

Email: mkamalibrahimw@yahoo.com

Age : 28 location : Dubai, UAE

Professional Summary

Detail-oriented and organized professional with over five years of experience working as a receptionist in both medical and customer service environments. Skilled in managing front desk operations, scheduling appointments, and handling sensitive patient information while ensuring HIPAA compliance. Adept at providing excellent customer service, resolving inquiries, and maintaining a calm and welcoming atmosphere. Strong multitasker with a focus on accuracy and efficiency in administrative tasks and supporting office functions.

Skills

- - Front Desk Operations & Reception Management
- - Patient Scheduling & Appointment Coordination
- - Customer Service Excellence & Client Relations
- - HIPAA Compliance & Confidentiality
- - Multitasking & Time Management
- - Handling Phone Systems & Call Management
- - Office Administration & Record Keeping
- - Problem Solving & Conflict Resolution
- - Data Entry & Accuracy
- - Insurance Verification & Billing Support
- - Cash Handling & Payment Processing
- - Reservation Management
- - Proficiency in Microsoft Office Suite & Scheduling Software
- - Communication Skills (Verbal & Written)
- - Team player
- - Searching skills throughout the Internet
- - Adapting skills
- - Good listener
- - Multitasking skills

Work Experience

Medical Receptionist

El Araby Eyes Center –

July 2023 – September 2024

- Managed front desk operations, including patient check-ins, appointment scheduling, and responding to phone inquiries.
- Maintained patient records, ensuring accurate data entry and confidentiality in compliance with HIPAA regulations.
- Assisted patients with insurance verifications and billing inquiries.
- Handled cash transactions and processed payments for services.
- Coordinated with doctors and medical staff to ensure efficient office flow and timely patient care.
- Resolved patient concerns with a focus on delivering excellent customer service.

Customer Service/Satisfaction Agent

Arrive Company for Shipping and Logistics –

September 2022 – July 2023

- Provided frontline customer service, addressing client inquiries and resolving issues related to shipping and logistics services.
- Managed customer complaints, ensuring timely and satisfactory resolutions while maintaining high levels of customer satisfaction.
- Handled phone and email communications, responding to requests and providing accurate shipping information and updates.
- Processed orders, tracked shipments, and coordinated with logistics teams to ensure smooth operations.
- Managed payment transactions, including cash handling and invoice processing.

Medical Receptionist

El Mashreeq Eyes Center

August 2021 – August 2022

- Managed daily front desk operations, including patient check-ins, appointment scheduling, and telephone inquiries.
- Maintained patient records and ensured compliance with HIPAA regulations regarding confidentiality and data security.
- Assisted in verifying patient insurance and handling billing inquiries effectively.
- Processed cash transactions and managed payment collections with accuracy.

- Coordinated communication between patients and medical staff to enhance patient experience and care.

Customer Service Agent

Talabat (Delivery Hero)

2018 – 2019

- Provided exceptional customer support via phone, chat, and email, assisting customers with their orders and inquiries.
- Resolved customer complaints and issues, ensuring high levels of satisfaction and retention.
- Assisted with order processing and tracking, ensuring timely delivery of services.
- Collaborated with restaurant partners to resolve issues related to orders and delivery.

Advertising/Ushering Agent

Ushering Companies –

2015 – 2017

- Provided event support by welcoming guests and ensuring a positive experience during various advertising events and promotions.
- Assisted in managing guest lists, seating arrangements, and providing information about event schedules.
- Collaborated with event coordinators to facilitate smooth operations and troubleshoot any issues that arose during events.

Education

Bachelor of Law

Faculty of Law, Ain Shams University

Graduated: 2021

- PR and Videographer, Student Activity Event Coordinator

Languages

Arabic: Native

English: Upper Intermediate (almost native)