

Qurat ul Ain Naqvi

Customer Service Representative

I am capable of any work environment where I can use my skills, human relations, management and creativity. I am hoping to work with colleagues who are enthusiastic, hardworking and willing to share their knowledge with me.



syedanaqvi146@gmail.com

+971553958681

Dubai, United Arab Emirates

EDUCATION

Bachelors Degree

University of Peshawar

09/2016 - 09/2018

Peshawar, Pakistan

F.Sc Computer Science

BISE Peshawar

06/2013 - 07/2015

Peshawar, Pakistan

WORK EXPERIENCE

Front Desk Executive

Lifinity international Advance polyclinic

08/2022 - 03/2024

Dubai, UAE

Achievements/Tasks

- Serves patients by greeting and helping them.
- Provide patients with information about different tests.
- scheduling appointments, and maintaining records and accounts.
- Comforts patients by anticipating patients' anxieties, answering patients' questions, and maintaining the reception area.
- Accepts payments, maintaining cash and generate bills.
- Have complete knowledge about different insurances i.e. (Oman. FMC, E-care, Lifeline, Almadallah, Wealth, Nextcare, Mednet and NGL).

Contact : Dr Greeshma Gireesh (Medical Director) - 0544579653

Customer Service Representative

Cheisi Pharmaceutical

08/2019 - 09/2021

Peshawar, Pakistan

Achievements/Tasks

- Enhancing the distribution and availability of products.
- Greeting visitors and maintaining office filing system.
- Attending all relevant trade shows and exhibitions.
- Reporting to senior managers on client needs, service delivery issues, and any competitive threats.

Receptionist

Fast Track Express

01/2018 - 07/2019

Peshawar, Pakistan

Achievements/Tasks

- Data base and records management.
- Handling incoming and outgoing calls.
- Office and supply maintenance.
- Calendar management.

SKILLS

General Administration

Multitasking

Interpersonal Skills

Organizational Skills

• Team/people management

• Adequate Proficiency in MS Office

• Positive communication and initiative skills

• Management reporting(MIS)

Complete knowledge of different Insurances

Marketing

Invoicing

LANGUAGES

English

Full Professional Proficiency

Urdu

Native or Bilingual Proficiency

Hindi

Professional Working Proficiency

KEY POINT

Passport issue date: 23 August 2021

Passport expiry date: 22 August 2026