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Abu Dhabi, UAE

PERSONAL DETAILS

Marital Status: Married

EDUCATION

Higher National Diploma (HND)
Certified Nurse Assistant (CNA)
Advance Level Commercial
Ordinary Level Commercial
CAP

LANGUAGES

English

Fluent

French

Fluent

Arabic

Beginner

SOFTWARE SKILLS

- Microsoft Office
- Microsoft Excel

SABI OSCALET ANIH

PROFESSIONAL SUMMARY

Accomplished guest relation executive with 6+ years of experience in improving business performance and reputation. Skilled in hospitality leadership, strategy and marketing to elevate hotel potential. Mentors and motivates high-performing staff to achieve first-class customer experiences.

WORK HISTORY

April 2021 - June 2024

PHOENIX HOSPITAL - Guest Relation Executive, Abu Dhabi, UAE

- Welcoming patients and dealing with their inquiries.
- Update correct personal & insurance details of patients.
- Checking online eligibility of patients from different insurance portals like Nas, Daman Nextcare... Register, collect consent for treatment and issue tokens.
- Coordinating with medical & administrative staff to facilitate smooth hospital operations.
- Scheduling and confirming patient appointments, maintaining an organized and efficient flow.
- Managing patient inquiries and complaints, providing prompt resolutions to enhance satisfaction.
- Sending authorizations for insurance approval.

February 2018 - November 2020

CRYSTAL HOTEL - Receptionist, Bamenda, Cameroon

- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.
- Answered and helped resolve enquiries from clients, vendors and general public.
- Kept reception area clean and neat to give visitors positive impression of the company.
- Solved administrative and customer service issues with knowledgeable assistance and friendly support.
- Managed high volume of incoming calls from multi-line telephone system and documented messages.
- Offered knowledgeable, friendly support to in-office guests.

CORE COMPETENCIES

- Multilingual Communication
- Record Management
- Interpersonal Skills
- Cultural Sensitivity
- Healthcare Knowledge

SKILLS

- Attention to Detail
- Guest escorting
- Customer Service
- Insurance claims processing
- Medical billing proficiency
- Strategic thinking skills
- Insurance claims and denial processes
- Communication