

Waleed Farag Sali



Senior Medical Reception Manager and Medical Coordinator

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Profile:

Highly experienced Medical Centers and Polyclinic manager with total experience of 14 years providing high supportive and administrative support for patients, their relatives and other diversity of clients can come to the reception counter and do the outpatient reservations, finalize the optimum administrative paper and computer work in fast and optimum, highly talented and hard worker receptionist.

Can provide multitask collaborated work, committed to the job requirement and adding value to the place as one of the paramedical healthcare team.

Education degree:

Commercial and Administrative technical Institute, Mansoura, Egypt on May, 2003 with Good total assessment 70% B+ in Accountant department.

Training Courses:

- Microsoft, Data Base, Excel, Word and Assistant in medical presentation Power point
- Graphic designer's providers' workshop March, 2005
- Medical Conferences coordinators training program, September, 2006

Work Experience:

Pediatrics polyclinic Administrative and Reception Manager Supervisor, Dr.Ahmed Abdelaziz Kids PolyClinic, from August 2017 till present

Belqas City, Dakahlia, One of the most famous and high rated Pediatric Polyclinics with total of 8 Rooms Multispecialty pediatrics (General and subspecialty Clinics).

Key Responsibilities:

Full time work, Providing high quality clinic administrative operations including staff scheduling, inventory management, and financial administration to maintain efficiency and profitability.

Developing and maintain strong leadership and familiarity with clients, fostering trust and loyalty in the local community.

Training new staff in the reception unit with all required tools to do the perfect job in a very professional, talented and perfect way to gain both clients and doctors full respect and appreciation.

Future Center for Neonatal and Pediatric Critical Care (FNPCC), From November 2014 till July 2017

Belqas City, Dakahlia, Total bed capacity of 26 (12 NICU beds, 6 Pediatric intermediate care beds, 4 beds for PICU) plus Outpatient follow up clinic and 4 beds Emergency room.

Key Responsibilities:

Managing reception and paramedical coordination arrangements, Cashier and Staff schedules arrangements.

Receiving calls from clients, other facilities and governmental healthcare organizations.

Performing shift work (24/7) in multiple day and night shifts.

Kefan Optics Company, Specialized Optics company, Beirut Mall, Kuwait from January 2011 till September 2013

Branch Assistant Manager

Key Responsibilities:

Full time work, Manage the store operation to maximize sales, profit and deliver highest level of customer services.

Saving customers database and collecting customers communication informations, Ensure the store targets by maximizing sales opportunities.

Resolve customer complains in a professional manner that retain their loyalty.

Comtel Company, Almhalb Complex, Kuwait from January 2010 till December 2010

Store Manager and Customer Public Relation.

Key Responsibilities:

Full time work, ordering goods, reviewing daily sales, shelving and arranging goods for final display.

Prepare schedules for the employers, updating stocks, handling customer complains, and training new recruits.

Professional Skills:

Prioritization and decision making skills in critical situations.

Professional customer care.

Paramedical administrative skills in a perfect and a professional manner with long experience.

Talented in professional dealing with difficult customers.

Keeping good relations with all colleagues of different work levels keeping the work atmosphere calm and shiny.

Eager for making a progress by my talents as a fast learner and hardworking skills.

Personal informations:

Date of birth: 5th Juli 1984

Nationality: Egyptian

Marital Status: Married

Availability: Full time, Flexible schedule

Languages:

Arabic : Mother tongue

English: Very good