



SAMEER KHAN

MEDICAL
RECEPTIONIST / ADMIN / FRONT
OFFICE MANAGER

- Dubai, United Arab Emirates
- +971 566675880
- sameerkhan11362@gmail.com

EDUCATION

- BACHELOR OF COMMERCE (B.COM)**
UNIVERSITY OF DELHI
2020
- SENIOR SECONDARY (12TH GRADE)**
CBSE
2014
- SECONDARY (10TH GRADE)**
CBSE
2012

SKILLS

- Front Desk Management & Customer Service
- Office Administration & Coordination
- Staff Supervision & Training
- Scheduling & Inventory Management
- Financial Transactions & Record Keeping
- Proficiency in MS Office (Word, Excel)
- Excellent Communication & Problem-Solving Skills

LANGUAGES

- English
- Hindi

PERSONAL DETAILS

- Date of birth
31 Jul 1995
- Nationality
Indian
- Visa status
Visit
- Marital status
Single

ABOUT ME

- A dedicated professional seeking to leverage my experience in front desk management, customer service, and administrative roles in a dynamic organization. Passionate about ensuring seamless operations while contributing to the organization's growth and enhancing my professional skills.

WORK EXPERIENCE

- MEDICAL RECEPTIONIST | APR 2024 - MAR 2025**
PETSFIRST VETERINARY CLINIC, DUBAI
Warmly greeted pet owners and patients, ensuring a welcoming and calm environment for all visitors.

Scheduled veterinary appointments, surgeries, and follow-ups using practice management software (e.g., AVImark, Cornerstone).

Answered multi-line phones, provided information about services, and handled emergency call triage.

Verified client and pet information, updated medical records, and ensured compliance with clinic protocols.

Processed payments, issued invoices, and maintained accurate financial records for services and medications.

Managed patient intake and discharge, providing clear instructions and support to pet owners.

Coordinated with veterinary technicians and doctors to ensure smooth clinic workflow.

Handled prescription refills, special diet orders, and communicated with pet pharmacies when needed.

Maintained cleanliness and organization of the front desk, lobby, and retail areas.

Demonstrated compassion and professionalism when dealing with pet owners during difficult situations, including emergencies and euthanasia.
- STORE MANAGER | SEP 2023 - MAR 2024**
PET PATIO, DUBAI
Supervised daily store operations, ensuring a clean, safe, and well-stocked environment for pets and customers.

Managed and trained staff on animal care, customer service, and sales techniques.

Maintained inventory levels, placed orders for pet food, supplies, and livestock, and monitored product expiration dates.

Ensured proper care, feeding, and housing of animals in accordance with health and safety standards.

Handled customer concerns and special requests, providing knowledgeable advice on pet products and care.

Developed and implemented promotional strategies to increase sales and customer loyalty.

Monitored store financials, including budgeting, sales targets, and daily cash handling.

Enforced policies for animal welfare, store cleanliness, and compliance with local regulations.

Collaborated with veterinary professionals for animal health checks and vaccinations.

Organized adoption events and community outreach programs to promote responsible pet ownership.
- STORE SALES OFFICER | FEB 2023 - SEP 2023**
ZIGLY, DELHI
Assisted customers in selecting pet products, food, and accessories based on their pet's needs and preferences.

Provided expert advice on pet care, grooming, and nutrition for a variety of animals.

Maintained up-to-date knowledge of product features, promotions, and new arrivals.

Achieved and exceeded daily and monthly sales targets through effective upselling and cross-selling.

Handled billing, returns, and exchanges while ensuring a smooth and positive customer experience.

Monitored inventory levels and coordinated with the store manager for restocking and special orders.

Ensured proper display of merchandise and maintained cleanliness and organization of sales areas.

Built relationships with regular customers and encouraged repeat business through loyalty programs.

Participated in product training sessions and kept informed of industry trends and pet care updates.

Collaborated with team members to organize promotional events and in-store activities.
- FRONT DESK EXECUTIVE /CASHIER/CUSTOMER SERVICE | FEB 2016 - FEB 2023**
ALPHAPET HOSPITAL, DELHI
[6:38 PM, 5/23/2025] Sameer: Assisted customers in selecting pet products, food, and accessories based on their pet's needs and preferences.

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[6:39 PM, 5/23/2025] Sameer: Greeted pet owners and patients with professionalism and empathy, creating a calm and welcoming atmosphere.

Scheduled appointments, surgeries, and follow-ups using veterinary practice software (e.g., AVImark, Cornerstone).

Answered and triaged phone calls, responded to client inquiries, and relayed urgent messages to veterinary staff.

Managed client and patient records with accuracy and confidentiality, adhering to veterinary data protocols.

Processed payments, issued invoices, and handled billing and insurance-related tasks.

Assisted with patient intake and discharge, providing clear care instructions and medication schedules.

Coordinated prescription refills, special diet requests, and follow-up reminders.

Maintained cleanliness and organization of the reception area and front office supplies.

Supported the veterinary team with administrative tasks including filing, scanning, and report preparation.

Delivered compassionate support to pet owners during emergency visits, treatments, or euthanasia decisions.

HOBBIES

Playing Cricket and Volleyball, Hiking, Travelling

COURSES

- BAKERY TRAINING**
BCIHMCT
- DATA ENTRY COURSE**
NIIT, KALKAJI
- TALLY ERP 9**
NIIT, KALKAJI
- BUSINESS CORRESPONDENT & BUSINESS FACILITATOR**
IIJT, SOUTH EXTENSION