

FIRDAOUS CHAITER

RECEPTIONIST

experienced front desk receptionist offering excellent customer service and administrative support. Proficient in MS and adapt at multi-tasking.

+974 71592941

ferdaous22chaiter@gmail.com

Doha, Qatar

SKILLS

- Responsibility.
- Teamwork or independently.
- Attention to detail.
- Organizational skills.
- problem solving.
- Effective communication.
- Computer proficiency.

EDUCATION

2019

BACHELOR'S DEGREE IN BASIC AND APPLIED MICROBIOLOGY

University Mohamed khider Biskra-Algeria

2021

MASTER'S DEGREE IN APPLIED MICROBIOLOGY

University Mohamed khider Biskra-Algeria

LANGUAGE

Arabe
English
French

EXPERIENCE

GUEST SERVICE

Naseem Medical Centre - C Ring

January-March 2024

- Greeted patients and provided them with informations, assistance and directed them to specific services according to their needs.
- Provide the highest quality of customer service for patient and support for phone and in person communication.
- Effectively resolved patient inquiries, answering calls and scheduling appointments.
- partnered with medical sttaf to provide support for all administrative and healthcare activities, maintaining alignement with high level standards.

RECEPTIONIST

AL CHAIMA MEDICAL CLINIC

July 2022-August 2023

- Greet patients, log their arrival online and direct them to the waiting room.
- Manage the clinic inbox, respond to emails in a timely and send SMS.
- Respond to phone calls , and schedule diagnostic appointements, surgeries and medical consultations.
- Ensured the reception area was stocked with magazines, water and sanitizer.
- Organized, cleaned and disinfected the office, waiting room, front desk to keep a clean workspace and ensure safety for everyone.
- Ensure propre payements prior to appointments.
- Assembled patient paperwork for blood draws, scans and lab work, and providing the resultats to patients.