

Curriculum Vitae

Sid-Ali TEZKRATT



Address: Dubai Sport City / Dubai / UAE.

Nationality: Algerian.

Age: 26 Years.

Status: Resident (Own Visa), Single, "Covid-19" Vaccinated.

Driving License: UAE Driving License (Automatic & Manual).

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PROFILE

A dedicated and enthusiastic individual who excels at prioritizing, completing multiple tasks simultaneously, and following through to achieve goals. Flexible and hard-working with a strong drive to succeed. Possess strong results-driven capabilities.

Young, motivated, full of skills, ready to work with seriousness and efficiency.

WORK EXPERIENCE

April 2021 - February 2022 (11 Months)

AL FUTTAIM HealthHub – DUBAI - UAE

Patient Relations Executive

- Responsible for the registration of patients, creating medical files and billing.
- Invoicing the services as per the agreed prices.
- Manage the relationship between patients, nurses and doctors.
- Quick handling of the HIS HealthHub System and M.S OFFICE.
- Taking care of the patient's inquiries using different languages.
- Responds to urgent patient needs in a timely and professional manner.
- Acting as a liaison between the facility and patients.
- Try to resolve conflicts and appease patients.
- Providing a high level of customer service to the patients looking for their PCR result.
- Supervise and train new members to correctly use the HIS HealthHub system.
- Responsible for: Medical Insurance, Cash Handling, Customer Service.
- Providing a high level of customer service to the patients.
- Resolving conflicts regarding payments and reimbursements.

SKILLS

- COMMUNICATION.
- TEAM WORK.
- CRITICAL MIND.
- PERSUASION.
- AUTONOMY.
- CREATIVITY.

HOBBIES

- SPORT.
- TRAVEL.
- READING.
- CINEMA.

LANGUAGES

- **ARABIC:** Native Language.
- **FRENCH:** Expert.
- **ENGLISH:** Fluent.

SOFTWARE

WORD

EXCEL

POWER POINT

January 2021 – March 2021 (3 Months)

EYOLO's Company Call Center – DUBAI – UAE.

Tele sales

- Responsible for contacting potential customers around the world.
- Present the MONYXA online trading platform.
- Help customer to register and make investment.
- Respond to customer requests in different languages.

November 2019 - November 2020 (12 Months)

SARL URBAGRI Company - TIZI OUZOU - ALGERIA

Sales & Marketing Medical Representative and Merchandiser

- Animate and develop the company's sales to livestock farms and the food industries such as SOUMMAM, DANONE, SWEETLE, ...
- Promote the products of European partners such as CTH, LODIGROUP, NUTRIBLOCKS, DENKAVIT, and GALACTEA.
- Deliver a wide variety of items during the day and night.
- Helping customers with any queries they may have.
- Managing stock availability throughout the supply chain.
- Collect payments.
- Operate and drive automobiles, vans and light trucks to pick up and deliver various products.
- Ensuring that best-sellers reach their full potential.
- Record information on pick-ups and deliveries, vehicle mileage and fuel costs and report any incidents or problems encountered.
- Load, unload, prepare, inspect, and operate delivery vehicles.
- Completed on-time package distribution by matching and coding best routes.

March 2017 – September 2019 (2 Years and 4 Months)

LG Electronics Showroom – ALGIERS – ALGERIA.

Sales Supervisor

- Supervise and co-ordinate sales staff and cashiers.
- Resolve issues, including customer requests, complains.
- Helping customers to choose the right product that suites their desires.
- Maintain specified inventory and order merchandise.

EDUCATION

November 2020 - December 2021:

Nest Academy of Management Education - DUBAI - UAE.

- General English and Business English academic course.
- MBA – Professional Certificate in Business Management.

September 2014 – July 2019:

Higher National Veterinary School - ALGIERS - ALGERIA.

- Graduate studies in Veterinary Science, Biology and Agricultural Engineering.

CERTIFICATION

- **March 2021:** Certificate of Completion in English, issued by KHDA in DUBAI, with the grade: Advanced Level.
- **September 2019:** Higher Diploma in Veterinary Medicine (5 years' studies).
- **November 2018:** Elementary French Language Diploma (DELF B2).
- **June 2014:** Laureates of a Baccalaureate, option "Experimental Science" with mention "GOOD".